

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	05-02-2026 18:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	05-02-2026 18:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम / Department Name	Department For Promotion Of Industry & Internal Trade
संगठन का नाम / Organisation Name	National Institute Of Design (nid)
कार्यालय का नाम / Office Name	Nid Haryana Kurukshetra
वस्तु श्रेणी / Item Category	Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard
अनुबंध अवधि / Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	300 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover *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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित बिड मूल्य /Estimated Bid Value	35295000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).

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

लाभार्थी /Beneficiary :

DIRECTOR

NID Haryana Kurukshetra, Department for Promotion of Industry & Internal Trade, National Institute of Design (NID), Ministry of Commerce and Industry
(Director Nid Haryana)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance

Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.

6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

7. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. 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.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Additional Conditions specific to this bid:Bidder to restore the existing set-up of security services.

Scope Of Work For the Service:[1765429420.pdf](#)

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard (30)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	High School

विवरण/ Specification	मूल्य/ Values
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Security protocol training certificate as per PASARA Act
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Haryana
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	LWF

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	30	<ul style="list-style-type: none"> Tenure/ Duration of Employment (in months) : 36 Basic Pay (Minimum daily wage) : 760 Provident Fund (INR per day) : 69.23 EDLI (INR per day) : 2.88 ESI (INR per day) : 24.69 EPF Admin charge (INR per day) : 2.88 Bonus (INR per day) : 0 Optional Allowance 1 (in Rupees) : 1.192 Optional Allowance 2 (in Rupees) : 0 Optional Allowance 3 (in Rupees) : 0 Number of working days in a month : 26

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard (6)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Female
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	0 – 3 years

विवरण/ Specification	मूल्य/ Values
Additional Requirements for the Security Personnel	Security protocol training certificate as per PASARA Act
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Haryana
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	LWF

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	6	<ul style="list-style-type: none"> • Tenure/ Duration of Employment (in months) : 36 • Basic Pay (Minimum daily wage) : 760 • Provident Fund (INR per day) : 69.23 • EDLI (INR per day) : 2.88 • ESI (INR per day) : 24.69 • EPF Admin charge (INR per day) : 2.88 • Bonus (INR per day) : 0 • Optional Allowance 1 (in Rupees) : 1.192 • Optional Allowance 2 (in Rupees) : 0 • Optional Allowance 3 (in Rupees) : 0 • Number of working days in a month : 26

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

1. Generic

Option Clause: Excess Settlement. The excess settlement has been enabled for the service, allowing service providers to include additional charges up to a specified percentage of the item-level total value, including add-ons, in their invoices. Service providers must declare the applicability of additional charges during invoice creation and submit mandatory supporting documents to avail this option. The total invoice amount, including additional charges, shall not exceed the agreed-upon excess settlement percentage for the order.

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 50 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 50 percent. Bidders are bound to accept the revised quantity or duration.

4. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

NATIONAL INSTITUTE OF DESIGN HARYANA
payable at
Kurukshetra

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

5. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

NATIONAL INSTITUTE OF DESIGN HARYANA
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

6. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

NATIONAL INSTITUTE OF DESIGN HARYANA
Account No.
36539944010
IFSC Code
SBIN0006615
Bank Name
STATE BANK OF INDIA
Branch address
MINI SECRETARIATE, KURUSHETRA

. Successful Bidder to indicate Contract number and name of Seller 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 in place of PBG within 15 days of award of contract.

7. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Bid Related Terms and Conditions for 24x7 Security Services at NID Haryana

I. Eligibility Criteria for Selection of Service Provider

For 24x7 Security Services at NID Haryana

a. General Information

- **Name of Work:** Providing 24x7 Security Services at NID Haryana. Building and campus details may be referred from **attachments**
- **Estimated Annual Cost: ₹ 1.17 crores approx.**
- **Estimated cost for 3 years : ₹ 3.53 Crores approx**
- **Total Manpower Required:** Security Guards (unarmed): **36 Nos (30 Male, 6 Female)**

· **Contract Duration:** The initial duration of the contract shall be (03) years, which may be extended further based on the contractor's performance and the evolving requirements of the institution, subject to a maximum total contract period of five (05) years, inclusive of the initial term. Annual performance reviews may be conducted, and continuation of the contract beyond each year shall be contingent upon satisfactory performance as determined by the institution at its sole discretion.

· **Registration & Statutory Compliance**

1. The service provider must be a registered entity under:
 - Companies Act, 2013 / Partnership Act, 1932 / LLP Act, 2008 / Proprietorship with valid GST registration.
2. The bidder must possess valid **PAN, GSTIN, and EPF & ESIC Registration Certificates**.
3. The bidder should have a valid **PSARA (Private Security Agencies Regulation Act) License** issued by the Haryana Government.
4. The firm must be registered under the **Contract Labour (Regulation & Abolition) Act, 1970** if applicable.
5. Must have office at consignee state i.e Haryana State.
6. Must have valid MoU/tie-up with recognized institute providing training of security.

Documentary Proof against above claim is to be submitted mandatorily.

b. Experience & Past Performance

The bidder must have at least **three (03) years** of experience in providing regular similar services to any residential educational Institution, preferably in Institute of National Importance (INIs). Here similar services mean Security services.

In last 5 years, the bidder must have successfully executed at least:

- **One work of similar nature** costing not less than **₹2.8Crore** OR
- **Two works of similar nature** costing not less than **₹1.7 crores each** OR
- **Three works of similar nature** costing not less than **₹1.4 crores each**

(Work completion certificates from the client must be submitted.)

Exemptions for experience will be granted for services providers who have registered for security services in MSME or start-up.

Documentary Proof against above claim is to be submitted.

c. Financial Criteria: -

1. The bidder must have an **average annual turnover of at least 3 Crores** in the last **three financial years** (2022-23, 23-24, 24-25), duly certified by a Chartered Accountant. **However, Service provider registered as MSME/Start-ups under relevant services will be get exemption subject to submission of such proof.**
2. The bidder should have a **positive net worth** as per the latest audited financial statements.
3. The bidder must not have been **blacklisted/debarred** by any government department/PSU/autonomous body/Residential Educational Institutes. (A self-declaration affidavit must be provided.)

d. Site Visit and Certification Requirement for Bidders: -

All service providers are advised to visit the institute campus and facilities, with a special focus on security management protocols and arrangements. During the visit, bidders must assess the initial preparedness required to restore full functionality to security service and account for all necessary expenditures before quoting their price. **No additional payment beyond the contract price will be made for security services or its operational restoration.**

e. Financial Evaluation Criteria in Case of Multiple L1 Bidders

In the event of a tie in the financial bid (i.e., two or more bidders quoting the identical lowest rate), the following criteria shall be adopted sequentially to determine the successful bidder:

(i) Preference shall be given to the L1 bidder having prior experience of at least **one year** in providing similar services in a **Government Residential/ Educational Institutions, Government offices, PSUs, and other Government Institutions.**

(ii) If the tie persists, preference shall be given to the bidder who has provided such services in an **Institute of National Importance (INI).**

(iii) In case the tie still remains unresolved, the bidder who meets all the above criteria and currently holds an **active contract with an INI** of the **highest contract value** shall be considered for award of the contract.

Note: Bidders are required to submit relevant documentary evidence in bid in support of the above claims, failing which such claims shall not be considered during evaluation.

II. Other Important Considerations

1. Compliance & Statutory Obligations

The agency must ensure:

- a) **PSARA License & Statutory Registrations:**
 - Ø Valid **PSARA license**, GST, EPF, ESIC, and labour law compliance.
 - Ø Adherence to **Minimum Wages Act, Payment of Wages Act, and Contract Labour Act** and other relevant statutory compliances
- b) **Salary & Benefits (as per CLC rates):**
 - Ø Timely payment of **minimum wages, overtime, EPF, and ESIC.**
 - Ø Security personnel must be **provided with uniforms, ID cards, and safety gear.**
- c) **Background Verification:**
 - Ø Police verification and Aadhaar-based identity check for all personnel.
 - Ø Verification **medical fitness certification.**

d) **Liability & Emergency Response:**

- Ø The agency must deploy **24/7 emergency response teams** for critical situations.
- Ø Must **insure security personnel against occupational hazards & accidents**

2. Penalty/Termination clause in case of Non-Compliance

The agency shall charge penalty/termination in case of non-compliances of following:

- Failure to comply with **PSARA Act norms & labor laws**
 - Any security personnel found indulging in misconduct shall be replaced immediately upon request from NID Haryana.
 - The contract shall be reviewed periodically based on performance and compliance with security norms.
 - The contractor shall be liable for any negligence, damage, or lapses in security services.

Clause: -

Type of Default	Penalty/Termination
1. Non-deployment of manpower	<ul style="list-style-type: none">• Warning/show cause letter (1st default)• ₹50 per worker/day (2st default)• ₹100 per worker/day (3rd default)• ₹200per worker/day (4th default)• 5th default ⇒ 1% of monthly bill + termination
3. Delay in wage disbursement	<ul style="list-style-type: none">• Warning/show cause letter (1st default-delay more than one-week)• 0.25% of monthly bill (2st default)• 0.5% of monthly bill (3rd default)• .075 % of monthly bill(4th default)• 5th default ⇒ 1% of monthly bill + termination
4. Untrained / uncertified staff	<ul style="list-style-type: none">• ₹200 per person per day; immediate replacement
5. Misconduct / security breach / fire safety lapse	<ul style="list-style-type: none">• ₹1,000 1st instance• ₹1500 2nd instance• ₹2000 3rd instance• ₹2500 4th instance + replacement.• 5th instance ₹4000 + termination
6. Delay in addressing audit/security/fire deficiencies	<ul style="list-style-type: none">• ₹1,000 1st instance-Delay more than a week• ₹1500 2nd instance• ₹2000 3rd instance• ₹2500 4th instance + replacement.• 5th instance ₹4000 + termination

7. Force majeure	No penalty if contractor informs within 24 hrs & resumes services ASAP
8.Cumulative Penalty Cap	10% of monthly service bill (incl. GST)
9. other Termination Conditions	<ul style="list-style-type: none"> • Cumulative penalties reach 10% of contract value or • ≥3 SLA breaches in contract period or • Any major statutory non-compliance

3. Jurisdiction: Any dispute arising shall be subject to the jurisdiction of courts in Kurukshetra.

4. The standard SLA and Terms & Conditions of GeM may apply. However, any additional Terms & Conditions specified by the buyer shall prevail over the standard SLA and Terms & Conditions of GeM in case of any conflict.

8. 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.

9. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

10. Service & Support

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

11. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Additional /Scope of Works and Contractor's Obligations for 24x7 Security Services

A. Scope of Work and Contractor's Obligations for 24x7 Security Services at NID Haryana

1. Scope of Work

The security agency appointed for **NID Haryana** must comply with the **Private Security Agencies (Regulation) Act, 2005 (PSARA Act)** and all applicable statutory laws. The agency will be responsible for deploying **qualified and trained Security Guards** on a **daily basis** while ensuring adherence to safety, security, and related compliance standards. The contractor shall be responsible for the following:

1.1. Security Services

- Deployment of trained security personnel at all entry and exit points, hostels, a

academic buildings, administrative blocks, and other strategic locations.

- Round-the-clock patrolling to prevent unauthorized access, theft, vandalism, and other security breaches.
- Regular monitoring of visitor movement and maintaining a register for entry and exit logs.
- Checking, surprise frisking and verifying identity cards of students, staff, and visitors.
- Frequent/surprise frisking activities at Main Gate and Hostels entrance as well.
- Ensuring safe movement of students and staff within the campus premises, especially during late hours.
- Immediate reporting of any suspicious activities to the supervisor/head guard, officer-in charge.
- **Emergency response and crisis management, including fire safety, medical emergencies, and disaster preparedness.**

2. Contractor's other Obligations

The selected contractor shall fulfill the following obligations:

2.1. Manpower Deployment & Conduct

- Provide adequate, trained, and licensed security personnel to ensure 24x7 security coverage.
- Maintain a roster for shifts, ensuring proper duty allocation without any security lapses.
- Ensure that all security personnel are in proper uniform, well-groomed and with identity badges.
- Conduct periodic training and drills for security personnel on emergency handling and crisis response.
- Maintain high ethical standards and professionalism while interacting with students, staff, and visitors.

2.2. Equipment and Infrastructure

- Provide necessary security tools like torches, batons, walkie-talkies, and other required safety gear.

2.3. Reporting and Compliance

- Submit daily security reports and incident logs to supervisor/Officer-In charge
- Conduct periodic security audits and suggest improvements.
- Adhere to all local laws, government regulations, and campus security policies.
- Cooperate with local law enforcement agencies in case of any serious security breach or criminal activity.

B. Contractor's other Obligations: Liaisoning with Local Administration for Security and Safety Related Matters

The contractor shall be responsible for:

- **Establishing and maintaining regular coordination** with the **local police, fire department, and district administration** for matters related to campus security, emergency response, fire safety, and law and order.
- **Ensuring timely intimation** to local authorities in case of any **security breach, fire incident, or law and order situation**, and coordinating appropriate response measures in consultation and coordination with the institute.

- **Facilitating joint inspections, drills, or audits** as and when conducted.
- **Maintaining updated contact details** of key personnel from police, fire services, and local authorities, and making the same available at the control room and to supervisor/Officer-In-charge.
- **Supporting the Institute in statutory compliance**, including during inspections by regulatory authorities.
- **Documenting correspondences, permissions, reports, and action taken records**, and submitting the same to the Institute as and when required.

C. Site Office cum Store and Utilities for Security Services

1. The Contractor shall set up a Site Office cum Store and provide/maintain the following utilities at his own cost for the efficient operation of Security Services.

1.1. Facilities Provided to the Contractor:

1. The Contractor shall be allotted rent-free space in a temporary or permanent structure within the campus, equipped with free power, internet, intercom, and water supply.
2. Necessary furniture and a computer system based on availability may be provided to the Contractor.

1.2 The following items, services, and facilities shall be arranged and maintained by the contractor at **no additional cost to the Institute**. These are mandatory requirements for effective management and operation of security and firefighting services:

1. Office Infrastructure and Supplies:

- o An **essential stationery, first aid kit** and **almirah**, and other items necessary for the efficient day-to-day functioning of the office.

2. Expert Team for On-Site Training and Inspection:

- o Deployment of a **dedicated expert team on a quarterly basis** to conduct:
 - § **On-site training/drills**
 - § **Inspection activities** related to **security and firefighting**.
 - § Focus areas include: security protocols, conduct and etiquettes, dress code, grooming, discipline, and functioning of firefighting systems.
- o The team to submit a **detailed visit report** with observations and **recommendations for improvement** to be implemented by the security service team.

3. Uniforms and Attire:

- o **Two sets of uniforms for summer** and **two sets for winter** for **each deployed staff member**.
- o **Ten special uniform sets** to be provided for **parade and ceremonial activities** on **15th August, 26th January and Convocation**.

4. Rain Protection Gear:

- o **Umbrellas and raincoats** to be provided for staff during the **monsoon season**.

5. Communication Equipment:

- o **Walkie-talkie sets** with sufficient range for seamless communication a

mong supervisor's/Head guards.

6. Security Post Essentials:

- o Each post shall be equipped with:
 - § **Torches and active batteries**
 - § **Required registers** for routine logging and reporting
 - § **Dedicated printed registers** at the **main gate**
 - § **Polycarbonate safety sticks** for each guard
 - § **Two rechargeable traffic light sticks** of each color – **Red, Green, and Orange**

D. Deployment Requirements

1.1 General

- Post/service name: Security Guard
- Total deployment Nos: 36(30 Male + 6 Female).
- Category- Skilled/Unarmed
- Agency to maintain the pool of staff as reliever in case of leave/absence of deployed staff.
- Day of working in a week: 6 Days
- Hours of working in day: 8 Hours

1.2 Essential Requirements:

- **Educational Qualification:** Minimum **Class X (10th grade)**.
- **Experience:** Minimum **2 years in security services** (*preferably providing services in an educational institution, corporate office*).
- **Physical Standards and Fitness Requirements**
All personnel deployed under this contract shall meet the **physical standards** (including but not limited to height, weight, chest measurement, vision, and physical fitness such as running ability) as prescribed under the **Private Security Agencies (Regulation) Act (PSARA), 2005**, and the **relevant rules notified by the Government of Haryana**. Compliance with these standards is necessary and shall be subject to verification by the Institute.

1.3 Training & Certification Requirements

1. Training:

- o The personnel deployed under the contract to ensure undergone training **in security and safety protocols from a recognized institution or establishment as necessitated by Private Security Agencies (Regulation) Act (PSARA), 2005**, and the **relevant rules notified by the Government of Haryana**

2. Certification Timeline:

- o The deployed personnel to produce **such training certification** within **three (3) months** from the date of deployment or as and when demanded by the institute.
- o It shall be the **responsibility of the agency and the staff** to ensure facilitating the **certification**.

3. Non-Compliance Clause:

- o **Failure to obtain the required certification** within the stipulated time frame will lead to **immediate removal** of the concerned personnel from service.

- o Such personnel may be **re-deployed only after successful completion** of the training and **submission of the valid certificate**.

Institute may conduct the verification/examination of above requirements as and when necessitated.

1.4 Roles & Responsibilities

The Security Guard will be deployed on a **daily basis**. The primary responsibility is to ensure **safety, security, and surveillance** of the premises while adhering to security protocols and emergency response measures.

1. Access Control & Surveillance:

- Monitor **entry and exit points** to prevent unauthorized access.
- Verify **visitor IDs, maintain entry logs, and check baggage if necessary**.

2. Patrolling & Perimeter Security:

- Conduct **regular foot patrols** within the premises, especially in **hostel, academic, and administrative blocks**.
- Inspect sensitive areas like **server rooms, WTP, STP, electrical rooms, fire exits, and main gates**.
- Ensure all **security lights and perimeter fencing** are intact.

3. Fire Safety & Emergency Preparedness:

- Assist in **fire drills and emergency evacuation procedures**.
- Respond immediately to **fire alarms or any emergency situations**.

4. Incident Response & Reporting:

- Report any **security violations, suspicious activities, or unauthorized presence**
- Record all incidents in the **Daily Security Log Book**.
- Assist law enforcement agencies and emergency responders when required.

5. Assistance & Public Dealing:

- Guide visitors, staff, and students politely and professionally.
- Assist in parking, **crowd management day to day and during events, examinations, and emergencies**.

अस्वीकरण/Disclaimer

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
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.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), 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 सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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।/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.

---धन्यवाद/Thank You---