

Visva-Bharati
Santiniketan – 731235



Notice Inviting Tender (NIT)

No. VB/WW/140/25-26

Date: - 30.06.2025

Visva-Bharati invites e-Tender in Single Packet Bid System **through GeM Portal at gem.gov.in** as per the instructions given in Tender Document. No Tender will be accepted in Hard Copy, Fax, e-mail or by any other such means. The Tender Document will also be **available at www.visva-bharati.ac.in**.

a.	Availability of tender document on website: gem.gov.in	30.06.2025 (Monday)
b.	Submission of Tender Document from date:	30.06.2025 (Monday)
c.	Pre-Bid meeting:	04/07/2025 (Friday) at 1130 hrs.
d.	Closing date & time of Bids submission:	15/07/2025 (Tuesday) at 1800 hrs.
e.	Bid opening:	16/07/2025 (Wednesday) at 1130 hrs.
f.	Bid Evaluation:	28/07/2025 (Monday) at 1130 hrs.
g.	Acceptance of Successful Bidder:	31/07/2025 (Thursday) at 1230 hrs.
h.	Estimated Value of Contract:	Rs. 11,28,36,160/-
i.	Earnest Money Deposit (E.M.D)	Rs. 22,56,723/-

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SECTION - I

INVITATION FOR THE BIDS

Sub: Notice Inviting Tenders for engagement of Security Agency for providing security services at Visva-Bharati, Santiniketan, Birbhum, PIN - 731235, West Bengal, India.

Visva-Bharati, a Central University and an Institution of National Importance established by an Act of Parliament, Government of India, has two sprawling campuses at Santiniketan and Sriniketan in the district of Birbhum, located at a distance of about 2 km. from each other. Though almost all academic, administrative and other buildings of the University have iron-net or Chain-link fencing with gates, the total University campus is not enclosed by walls/fencing. While the academic and administrative buildings have valuable stores, furniture, chemicals, equipments, computers, gadgets, books, there are also some buildings with heritage status as well as Museums having invaluable artifacts, famous paintings etc. considered as National Treasures.

Tenders should be accompanied by E.M.D. for an amount of **Rs. 22,56,723/-** (Twenty Two Lakh Fifty Six Thousand Seven Hundred and Twenty Three only) to be submitted through Post/Courier/in person to the Office of the Joint Registrar (Accounts), Visva-Bharati, Santiniketan, Birbhum, PIN - 731235, West Bengal. Both the amount shall be deposited in the form of Demand Draft drawn in favour of the **Accounts Officer, Visva-Bharati**, payable at **State Bank of India, Santiniketan Branch (Code-2121) on or before 14/07/2025**. Scanned copy of the Demand Draft to be uploaded alongwith Tender Documents.

Selection of L1 Bidder will be followed as per the guidelines of 'Single Packet Bid' format of GeM.


Registrar (Acting)
Visva-Bharati
Santiniketan
कुलसचिव (कार्यवाहक)
विश्वभारती
Registrar (Acting)
Visva-Bharati

SECTION – II

Important Information Related To Tendering Through GeM

1	Purpose of Tender	Providing Security Services to Visva-Bharati (a Central University) as per the detailed scope of work.
2	Earnest Money Deposit	E.M.D of Rs. 22,56,723/- (Twenty Two Lakh Fifty Six Thousand Seven Hundred and Twenty Three only)
3	Tender uploading date & time	30/06/2025
4	Pre-Bid Meeting	04/07/2025 at 1130 hours at the Conference Room of the Central Administrative Building, Visva-Bharati.
5	Closing date & time of Bids submission:	15/07/2025 up to 1800 hrs.
6	Bid validity	120 days from the last date of Bid submission.
7	Submission through	<u>gem.gov.in</u>
8	Date & time of opening of Bid	16/07/2025 at 1130 hrs.
9	Tenure of Contract	Initially for one (01) year. Extendable maximum upto another (03) three months, subject to satisfactory service.
10	Contact for any queries	<u>watchandward.section@visva-bharati.ac.in</u>

SECTION – III

INSTRUCTION TO THE BIDDERS

- 1. Scope of Services:** Please refer **Section IV** for details.
- 2. Site Visit:** The Bidders are advised to visit the campus to get the onsite assessment of the work on 03.07.2025 before pre-bid meeting between 1130 hrs to 1600 hrs with due permission from Watch and Ward, Visva-Bharati. They should acquaint themselves with the area of operation and operating system prior to submission of the tender documents. The cost of visit shall be borne by the Bidder, however, Watch and Ward Office may assist the Authorized Representative. No Bidder is permitted to visit any Guard Post or contact any Security Personnel on duty without clearance from Watch and Ward.
- 3. Clarifications:** Prospective Bidders may submit their queries, if any, latest in the pre-bid meeting planned to be held **on 04/07/2025 at 1130 hours**. Visva-Bharati shall issue necessary clarifications and amendment, if any, on the website www.visva-bharati.ac.in. If the Pre-Bid meeting is cancelled on given date due to unavoidable reason, the Bidders may contact the Watch and Ward office, Visva-Bharati, Santiniketan for next date or follow the Visva-Bharati website.
- 4. Eligibility Criteria:**
 - a) The Agency must be registered with Central / State Govt. under Private Security Agencies (Regulation) Act. 2005 (**PSARA**) and all other relevant Acts / Rules for operating in the area of Visva-Bharati Campus at Santiniketan, Birbhum and Kolkata. Validity of Registration with PSARA with renewal time to time should be for minimum 5 (Five) years. Agency should have at least an office in West Bengal with proper infrastructure and should have National/West Bengal State permit.
 - b) The Bidder should be either registered as a Company under Companies Act 1956/2013 or as a Sole Proprietorship or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for **not less than Five years before 31/12/2024**. **The Agency may furnish CIN/LLB number as the case may be.**

- c) Average gross turnover of **Rs.20 Crore (Rupees Twenty Crore only) per year**, with at least 3 contracts of not less than **Rs.1 Crore (One Crore)** value each per year for providing security service in **last three years (Copy of the work order and completion certificate must be attached)**. The Agency should have **Bank Solvency for Rs.50 (Fifty) Lakh** and the Solvency Certificate should be submitted/uploaded along with the Bid, which should not be more than 1 (one) month old.
- d) The Agency should have experience of providing Security Service in 05 (Five) years or more in Government / Semi-Government / PSU / Autonomous Bodies with Government funding.
- e) The Agency should have at least one Training Centre with proper infrastructure as per relevant Security Act and Regulations and should have sufficient staff for 'Onsite Training' at this University.
- f) The Agency should be registered with appropriate authorities under EPF, ESI, GST, PAN, IT etc.
- g) The agency or any of its partners/directors etc should not have been black listed/debarred by any of the government agencies or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc by any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities or in violation of the Private Security Agencies (Regulation) Act, 2005 (as amended time to time). **An undertaking to this effect shall be submitted by the Bidder.**
- h) No past contract of such agency should have been terminated in the past 3 years on account of violation of laws or deficiency of services or breach of contract. An undertaking to this effect shall be submitted by the bidder.

5. Scanned Copies of Documents to be uploaded:

The Bidder should upload the following documents along with the Technical Bid:

- a. Self-attested copy of Telephone Bill/Electricity Bill/Registered Lease Deed indicating the address at West Bengal, India evidencing its location in West Bengal in the last three years.
- b. Self-attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar (Acting) of Companies or a partnership deed duly registered under the Partnership Act and Trade License for Proprietorship Firm as applicable.
- c. Self-attested copy of valid license for security services under the Private Security Agencies (Regulation) Act, 2005/West Bengal Pvt. Security Agencies (Regulation) Rules, 2007 (amended in 2012).
- d. Statement of average annual turnover of last three years, in support of eligibility criteria mentioned above, from a registered Chartered Accountant/Chartered Firm.
- e. Audited Balance Sheet along with Profit & Loss Account of 03 (three) financial years as mentioned.
- f. EMD of required amount as specified in this tender document.
- g. Bank Solvency Certificate of Rs. 50 (Fifty) Lakh from a Scheduled Commercial Bank.
- h. Self-attested copies of GST, Income Tax, PAN, TIN, EPF, and ESIC Registration Certificate for the Security Agencyas applicable.
- i. GST and Income Tax returns of last three financial years.
- j. At least 03 (Three) numbers of self-attested copies of work Orders and Client's Satisfactory Performance Certificates.
- k. Declaration for not having been blacklisted by any State Government or by the Government of India or any other Agency as per the format in **Section -IX** of this Tender Document.
- l. Background of the Proprietors / Partners / Management and Company Profile, as applicable.
- m. Tender form for technical part **Section - VII** duly signed in every page, filled in as applicable and uploaded as per instruction.

- n. Experience showing the similar service rendered in last 03 (three) years specifying the names of the clients, periods of service rendered, number of personnel employed with categorization, number of Ex-Servicemen/Ex-CAPF Personnel employed, amount involved etc. along with a certificate from the authority including the certificate of performance where services were rendered or similar service being rendered at present.
- o. Number of permanent employees and contractual / temporary security staff site-wise.
- p. The details of Training Centre, Regional / Main Office with pictorial evidence (Which may be inspected by University Representatives to evaluate the Agency).
- q. Any other documents supporting the information relevant in this respect.

6. Earnest Money Deposit (EMD):

- a) Earnest Money of **Rs. 22,56,723/-** (Twenty Two Lakh Fifty Six Thousand Seven Hundred and Twenty Three only) to be submitted through Post/Courier/physically to the Office of the Joint Registrar (Accounts), Visva-Bharati, Santiniketan, Birbhum, PIN – 731235, West Bengal. If submitted physically it shall be in the form of Demand Draft drawn in favour of the **Accounts Officer, Visva-Bharati**, payable at **State Bank of India, Santiniketan Branch (Code-2121) on or before 14/07/2025. The scanned copy of Demand Draft has to be uploaded along with other documents.** Cases of approved **exemption for Earnest Money Deposit** must be indicated along with documentary proof / Govt. order.
- b) Any Bid **not accompanied by EMD or proper/valid exemption** certificate issued by GOI **shall be summarily rejected and will not be considered at all.**
- c) The successful bidder who is awarded the contract shall be required to deposit a **Electronic Performance Bank Guarantee (ePBG) of 5% of Work Value** drawn in favour of **“Accounts Officer, Visva-Bharati”, payable at S.B.I, Santiniketan Branch** initially for a period of **Fourteen months** from the date of issue of Work Order. In case of extended tenure, the Performance Security Deposit will remain with Visva-Bharati for **another two months** after the approved tenure and the Bank Guarantee should be made accordingly.
- d) EMD of the successful bidder shall be adjusted with Electronic Performance Bank Guarantee (ePBG) of the contract.

- e) EMD may be forfeited if the bidder withdraws his bid during the validity period of Tender.
- f) EMD of the successful bidder shall be forfeited if the successful bidder refuses to execute the Contract within 15 days of issue of "Work Order". This Work Order will be treated as a Legal Contract between the Principal Employer and the Service Provider.

7. Preparation and Online Submission of Bids:

- a. Tenders are to be submitted online through GeM Portal as per Single Packet Bid System containing Technical Bid and Financial Bid.
- b. All entries in the tender form should be legible and filled clearly.
- c. The Tender Document should not be handwritten and every correction and interlineations in the bid should be attested with full signature by the Bidders, failing which the bid will be treated as cancelled. Corrections done with correction fluid should also be duly attested.
- d. All documents/papers should be legible, numbered, signed and sealed by the Bidders on each page to be uploaded.
- e. Technical portion should contain all the documents required, with EMD as specified in relevant paras in this document. Technical Bid should also contain Tender Forms, Declaration Form, Performance Statement, and Details of Staff available with the Agency. For evaluation of Technical Bid specified format given in **Section – VII** to be submitted.
- f. Financial portion should only contain the Price Schedule duly filled as per format given in **Section VIII**. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. Please note that rates written in percentage for Service Charge will only be considered.
- g. The rates should be quoted for the services to be provided as per instructions given in the tender document and should not be less than 4% considered upon the composite rate.

8. Opening of Tenders:

As per details given in GeM Portal and www.visva-bharati.ac.in based upon this tender document.

9. Evaluation of Tenders

A. Technical Part:

- i) The Committee constituted by the authority, shall evaluate the Technical Bids with reference to technical requirements and various other commercial criteria given in the Tender Document and conditions mentioned in Notice Inviting Tender (NIT). All eligibility conditions are to be satisfied as on the date of submission of bid and not later. Representative officials may visit the offices, Training Centre and the sites of deployment of the Agency for ascertaining the fact and if required, the Agency should provide a requisite assistance or guidance to reach the destination etc.
- ii) The bid of the bidders who submit their bid in the proper format and with requisite EMD (if applicable) will only be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- iii) Any conditional bids received will not be considered for evaluation.
- iv) Visva-Bharati authority may seek such clarification / information / document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail rejection of the bid of such Bidder.
- v) Technical Bids will be evaluated as per terms and conditions mentioned in **Section- X** and other relevant points available in this document.

B. Financial Part: -

- a) The technically qualified Bidders quoting the **lowest Service Charge (in percentage) on the basis of the given financial involvement i.e. Rs. 2,76,909.70/- (Rupees Two Lakh Seventy-Six Thousand Nine Hundred Nine and Seventy Paise Only) for the service defined in the Scope of Work shall be considered for award of contract.** It may be noted that the calculation is based upon the total strength calculated per person per shift (8 hourly basis). **The cost of mandatory supporting service given in this NIT has to be incorporated in the Service Charge.** The percentage of Service Charge should be accordance to the norms of GeM Portal.
- b) The above amount is calculated upon daily wages, its statutory components and special allowance considering a single day for the purpose of selecting Lowest

Bidder. However, the monthly bill will be calculated as per the actual days of that particular month.

10. Award of Contract: -

- i) Visva-Bharati authority may award the contract to the successful evaluated bidder who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- ii) Visva-Bharati authority will communicate to the successful bidder through GeM and further to the Bidder/Agency directly as may be required. Visva-Bharati will issue Work Order to the successful Bidder through GeM and that shall be accepted by the Bidder through a formal letter within 7 days from the date of issuing Work Order. The norms of GeM will be followed as and when required.
- iii) Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.
- iv) The selection of Bidder will be as per the norms of Single Packet Bid System of GeM Portal

11. e-Performance Bank Guarantee (ePBG) and Award of Contract:

The successful bidder who is awarded the contract shall be required to deposit an **e-Performance Bank Guarantee 5% of Work Value** in the form of irrevocable Performance Bank Guarantee from any Scheduled Commercial Bank drawn in favour of **“Accounts Officer, Visva-Bharati”, payable at S.B.I, Santiniketan Branch** initially for a period of Fourteen months.

- 1) In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended / renewed by the successful Security service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder.
- 2) The E.M.D amount of the successful bidder, (if deposited) will be adjusted with the e-Performance Bank Guarantee (ePBG) and will be returned only after

successful completion of service as well as satisfactory performance certified by appropriated authority of Visva-Bharati.

- 3) Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.
- 4) The authority reserves the right of pardoning any individual at any point of time. In case the Security Agency deployed for providing Security Services, within the period for which they have been given contract, withdraws / suspends their services without proper clearance from the University authority, a **penalty up to Rs. 50 (Fifty) Lakh** may be imposed by the way of forfeiture / encashment of the Performance Security Deposit or otherwise.

SECTION – IV

1) SCOPE OF WORK: -

- a) To maintain security as per terms & conditions of this Tender Document at the assigned premises and locations of the campus of the University round-the clock (24 hours) in three shifts.
- b) As Santiniketan, the Open-Air School and adjoining Installations of this University have been declared as Living World Heritage Site by UNESCO, it is imperative to safe guard the designated area as per the guide lines of UNESCO and instructions of the University. All Security Personnel are to ensure the sanctity and abide by the special instructions in this regard.
- c) To carry out patrolling duties throughout the campus as per requirement.
- d) To control Hawkers, Vendors and Vehicles within the campus area.
- e) Monitoring and reporting of breach and breakage in fencing, encroachment, trespassing, incidence of crime, defacement of wall, putting up of hoarding / banners / posters, cable lines etc. in the campus.
- f) To control speed of vehicles in roads running through the University particularly during school and office hours.

- g) To ensure safety and security of Girls' student, Lady Staff / officials and visitors from the eve-teasers and miscreants.
- h) To ensure orderly marshalling and parking vehicles of the University, students, officials and Visitors in the campus.
- i) To check Security / Gate passes (for transfer of goods / materials) of the vehicles carrying construction and other materials within the University Campus.
- j) To ensure safety of life and property in the campus, the Security Personnel should have working knowledge of modern electronic devices like Walky Talky, CCTV, Burglar Alarm System, Fire / Smoke Detectors system etc.
- k) The security Agency shall post guards / watch CCTV surveillance cameras in all the sensitive, vulnerable, risky and unsafe areas (to be intimated by the Watch & Ward Section of the university). All these security points will be divided into multiple zones as per requirement. Each zone will be manned by the Agency's Supervising Personnel, who will be responsible for the efficient working of the guards posted in the zone. Such Supervising Personnel will be responsible for continuous surveillance of all the CCTV cameras installed in the respective zones. Separate CCTV system (having digital video recorder) is installed in all these zones. This CCTV system shall be monitored through mobile phone apps with internet coverage. Each Security Supervisor will be given a mobile phone by the Agency exclusively for the surveillance.
- l) To perform pro-active role to guide and control tourists' / visitors' within Visva-Bharati Campus to maintain the dignity of the University.
- m) To control smoking, use of Tobacco, consumption of alcoholic beverages and drugs or any unlawful indecent / activities inside the campus.
- n) To keep vigil so that tourists' do not litter the campus with garbage / rubbish and non- biodegradable articles.
- o) The Security Agency shall maintain all security registers in the format prescribed by the University like In and Out Material Registers, Vehicle Movement registers, Visitors' Register and Returnable Gate Pass Register etc. with their stationery (Agency should provide the stationery). These registers should be submitted to Visva-Bharati after completion of contract.
- p) The Security Agency shall remain professional and independent even when maintaining amicable relations with the University fraternity. They shall be polite, but firm on security and access issues.
- q) To control the drop gates at different locations in the campus.

- r) To report on time to the nearest Fire & Emergency Services Station in case of any emergency posing threat to the lives and / or properties within the campuses of the University.
- s) To prevent ragging in any form as per the guidelines of GOI and instructions from Proctor's Office, Visva-Bharati.
- t) In case of requirement for deployment of security personnel at Kolkata office, Granthana Vibhaga, rates for A1 city will be applicable as per minimum wage rules and notification of GOI as amended time to time. Terms and other conditions will be unaltered.
- u) Any other relevant work that may be assigned to Security Personnel by the University Authority from time to time.
- v) The security personnel shall ensure that there are no unidentified /unclaimed/suspicious objects/persons in the buildings/premises. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places.
- w) Security Supervisor will conduct one regular and one random patrol in each shift by following well-designed routes around the assigned zone(s) to check for signs of disturbance. The patrol routes can also be changed regularly to avoid making their patrols too predictable. While patrolling, the Supervising Personnel also check security systems (like presence of duty guard, malfunction of CCTV cameras etc), search for signs of break-ins, proper lighting in the sensitive areas (like student hostels, buildings in heritage area, museum etc.), hazards including fire hazards.
- x) Every day the Security Inspector of the Agency shall provide a shift wise copy (hardcopy or digital copy) of duty roster of supervisors and guards posted at the security points to the University Watch & Ward Section. The Agency will also maintain a Security Register where every incidence of security breach / lapse will be recorded along with follow up action. If required, Site Manager of the Agency will attend the Security related meetings to help the University Watch & Ward Section.
- y) Daily (three shifts) posting of guards in all the selected security points around girls' hostel, heritage buildings, museums and identified vulnerable areas are mandatory. Absence of security personnel in any of these points shall be reported immediately to the University Watch & Ward Section and the Agency shall follow the instruction(s) given by the University Watch & Ward Section.

- z) For handling / managing any girls' related issues during night, Lady Security Supervisors/Lady Security Guards shall stay in anyone Girls' Hostel campus during night time.

2) Strength (Indicative) and criteria of Security Personnel: -

The Security Agency shall engage and post as per following: - Security Inspector – **5**, Security Supervisor (Male) – **20**, Security Supervisor (Lady) – **5**, Armed Guard (from Ex-Serviceman and Ex-Central Armed Police Force Personnel) – **10**, Armed Guard – **10**, Security Guard (from Ex-Serviceman and Ex-Central Armed Police Force Personnel) – **120**, Security Guard (Civil) – **120** and Lady Security Guard – **15**.

The average number of Security Personnel (all inclusive) to be deployed by the Agency is 305 personnel per day. The number indicated above may increase (maximum 320) or decrease (minimum 280) depending upon the actual requirement of the University. **In the event of any shortfall in the minimum number of requisite security personnel (i.e. 280 personnel per day), compensation of double the wages of shortfall in the number of security personnel shall be payable to Visva-Bharati and the same shall be deducted from the Agency's bills.**

For example, if two Security Inspectors are absent in a day, then the amount equal to the total wages (basic & VDA) of four Security Inspectors will be deducted from the monthly bill.

The Agency must adhere the ratio (1:1) between the Ex-servicemen guard and Civil Guard. No replacement of Ex-Servicemen Guard with Civil Guard will be allowed.

Clarification of Ex-Servicemen – A person who has served in any rank (whether as combatant or not) in the Armed Forces (Indian Army, Air Force and Navy) and was released / retired with any kind of pension or released on completion of specific terms of engagement, otherwise than by way of dismissal or discharged on account of misconduct, inefficiency or moral turpitude.

Clarification of **Ex-Central Armed Police Force Personnel** - A person who has served in any rank (whether as combatant or not) in the Central Paramilitary Forces [Border Security Force (BSF), Central Reserve Police Force (CRPF), Central Industrial Security Force (CISF), Indo-Tibetan Border Police (ITBP) and Sashastra Seema Bal (SSB) and was released / retired with any kind of pension or released on completion of specific terms of engagement, otherwise than by way of dismissal or discharged on account of misconduct or inefficiency or moral turpitude.

3) Security Personnel to be deployed must fulfill the following: - Age (as on 01.03.2025):

Security Inspector / Supervisor: 30-60 yrs.

Lady Security Supervisor: 24-60 yrs.

Ex-Serviceman and Ex-C.A.P.F Personnel Security Guard: 20-60 yrs

Armed Guard: Ex-C.A.P.F Personnel Security Guard: 20-60 yrs

Armed Guard: 20-60 yrs.

Male Security Guard: 20-60 yrs.

Lady Security Guard: 20-60 yrs.

4) Physical Standards: As per West Bengal Private Security Agencies (Regulation) Rules 2007 for Lady Security Supervisor, Lady / Male Security Guard and Armed Guard medical category: 'SHAPE-1', for Ex-Servicemen / Ex-Central Police Force Personnel: physically fit.

5) Educational Qualification and Other Essential Requirement:

Security Inspector: Graduate & Junior Commissioned Officer. Havildar or equivalent with exceptional experience in Security Service may be considered.

Security Supervisor: H.S / Diploma & Havildar / Head Constable or equivalent

Lady Security Supervisor: Graduate and Sportsperson having represented for University / District / Sub-divisional level games and sports supported by Certificate(s) or NCC 'C' certificate holder.

Male / Lady Security Guard / Armed Guard: VIII passed, should have at least 3 years experience of performing Security Service in an Institution / University / Establishment and physically fit.

At least 50% of Armed Guards should be from Ex-Servicemen / Ex-CAPF category.

6) The Agency will submit a certificate to this effect, along with Tender Documents.

Note: - All qualifications & certificates should be from Govt. recognized Institutions only.

Section V

TERMS AND CONDITIONS

1. The Security Agency must adhere to the Private Security Agencies (Regulation) Act 2005 and the W.B. Private Security Agencies (Regulation) Rules 2007 and the corresponding amendments thereof.

2. Security Personnel shall be deployed as per requirement of the University from time to time. The security surveillance and duties are to be performed 'Round the Clock' (24 hours) basis. However, the strength in different shifts (Morning, Day, Night or General) will vary according to the requirement of the University.

3. All personnel to be deployed should be physically and mentally fit to serve as Security Personnel. The personnel must not have major physical defects like knock-knee, flat-feet, defects in vision and hearing, obesity, underweight etc. They should not be suffering from any contagious / major diseases. The decision of the Chief Medical Officer, Visva-Bharati or any other medical professional designated by the University shall be regarded as final for this purpose. They may have to appear in physical fitness test and medical checkup as and when asked by University Authority.

4. The arrangement for deploying Security Personnel through the selected Security Agency will continue for a period of **One year** from the date of takeover of charge subject to continuous satisfactory performance. In case of breach of contract or in the event of not fulfilling the minimum requirements or statutory requirements or any other reason, Visva-Bharati shall have the right to terminate the contract forthwith in addition to forfeiting the Performance Security Deposit and initiating administrative action for blacklisting the Security Agency solely at the discretion of the competent authority of Visva-Bharati. The initial period of one year **can be further extended for three months**, subject to satisfactory service, at the sole discretion of Visva-Bharati.

5. Bio-data with passport size photograph in respect of all Personnel including Leave Reserve Pool will be forwarded to the office of the Professor In-Charge, Security, Visva-

Bharati on the Agency prescribed format and countersigned by Site Manager / Authorized Signatory Authority before taking over the charge.

6. The Agency should **submit the list of 'Weekly Off Days'** against every Personnel before taking over the charge. While making the advance 'Duty Roster' the same 'Off Days' are to be followed and no leave / absence of any Personnel can be allowed to be adjusted with the 'Weekly Off'.

7. Any engaged Security Personnel, if found absent from duties for a more than a week without approval from both the Agency and the user department may be struck off from the nominal roll and no substitute can be engaged without prior clearance from the Professor In-Charge, Security / Chief Security Officer / Security Officer.

8. The Agency shall engage at its own cost one (01) Site Manager who must be an Ex-serviceman with minimum rank Subedar Major / Hony. Captain (parallel rank of other Forces) or above and minimum educational qualification will be Graduate, competent to liaise with Visva-Bharati authority on all Administrative and Financial Matters. He will manage equipment's (Uniforms, Lathi, Torch, Umbrella, Shoes etc), co-ordinate with local Police Stations / other local Govt. Bodies and also to run one or more Barracks for non-local Security Staff of the Agency. He will ensure the initial / periodical Police Verification for engaged Personnel and timely renewal of Arms License and servicing of Arms. He will organize periodical on-site training at the cost of the Agency.

9. The Site Manager should abide by all instructions passed by Professor In-Charge, Security / Chief Security Officer / Security Officer / Security Inspector of Visva-Bharati and report back to them on all operational matters pertaining to the Security Service at the University on day-to-day basis and also to keep a constant liaison between Visva-Bharati authority and the Agency. He will control the Inspectors, Supervisors and other Ranks, prepare the Duty Rosters, ensure discipline, punctuality and proper turn-out for the Security Personnel.

10. All Security Inspectors / Supervisors performing the duty should abide by the rank placed above him / her and supervise the Guards / Armed Guards on duty, ensure the discipline, punctuality and also to look after the Personnel in case of ill-health or other problems while on duty. He / She shall be responsible for the security, safety and sanctity of the area dedicated to him / her.

11. The personnel so deployed shall have to report for duty at the place indicated by Watch and Ward, Visva-Bharati. No extra liability on this account will be borne by Visva-Bharati.

12. The eight hours shift generally will be from 0600 hrs to 1400 hrs, 1400 hrs to 2200 hrs and 2200 hrs to 0600 hrs. But the timings of the shift are changeable and shall be fixed by Visva-Bharati from time to time depending upon their requirements.

13. The personnel will have to report to the office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by Visva-Bharati.

14. All the security personnel mandatorily wear two cards viz. Identity Card and Unique Duty Card. For each and every duty there will be a unique Duty Card. The details of the duty point will be inscribed on it along with QR code/ BAR code for identification.

15. Adequate supervision will be provided to ensure correct performance of the said security services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the agency deployed, the supervisory staff will patrol/inspecting their areas of responsibility.

16. The personnel engaged have to be extremely courteous with very pleasant manner in dealing with the Staff/Students/Visitors/Attendants and should project an image of utmost discipline. The agency shall have to remove any person in case of any complaint or as decided by any authority of the Visva-Bharati, when she / he is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.

17. The Security Agency shall replace / Strike off any individual from the roll of engaged Security Personnel, if so advised and deemed necessary by the University. The Agency should also ensure that no Security Personnel who is over-aged, physically unfit, with criminal record or with severe adverse report from Police / DIB remains in the roll of engaged Security Personnel at this University.

18. Security Gadgets etc.: Security Agency should provide re-chargeable Torch to each and every Personnel who perform night duties and those will be considered as company property. Umbrella, Gum-boot and *Lathi* etc to be supplied by the Agency as per

requirement for every 'Static' and 'Patrol Post'. At least **Ten (10) LED Rechargeable Search Lights** are to be provided by the Agency, two of which may be mounted over vehicle.

19. Uniform: **At least two (02) pairs of Summer Uniforms**, one sweater (Jersey pool-over), two caps and one pair of shoes are to be provided to the Security Personnel by the Agency every year. Raincoat, Belt, Lanyard, Name Plate etc. are to be issued by the Agency, as per requirement. After accepting the Work Order, the selected Agency should report to the authority for selection of uniform with all the samples, insignia of the Agency, Security Gadgets and equipments likely to be supplied for the Personnel deployed at Visva-Bharati. The Agency should follow the guidance / proposals of the concerned authority for implementation.

20. All equipment and consumables viz. Lathis, Torch Lights, Battery Cells, Umbrellas, Uniforms, Rain Coats, Shoes, Warm Garments etc as required for the Security Personnel of the Security Agency deployed at the premises of the University, will be supplied by the Agency and no separate charges / fees for the above item will be paid by the University. Uniform and insignia supplied by the agency should not resemble the uniform of Army / Navy / Air Force / Para Military Force / Central or State Police Force or camouflage uniform.

21. The University may provide a room for running the Control Office of the Security Agency at free of cost and **Barrack Accommodation** for limited non local Security Personnel on realization of normal charges from the Agency as fixed by the Estate Office besides electricity / water charges which are to be paid by the Agency regularly. One Administrative Office must be set up outside the University Campus but within the proximity. The Agency may provide assistance for running mess of the Personnel staying at Barracks.

22. **Arms and Ammunitions**: Double / single barrel Guns / pump action Guns used by the Armed Guards posted at the premises and locations of the University must be in fully working condition and the license should be on the name of the respective Armed Guard which should be renewed properly. The Armed Guards shall be instructed by the Security Agency regarding proper handling of Guns to avoid any accidental firing. The Security Agency shall ensure that the Armed Guards should always be in possession of valid Arms Licenses in their personal names which should be renewed on / before the respective dates of expiry.

23. The Agency / Concerned Armed Guard will be responsible for the safety and security of respective Arms and Ammunitions. Opening fire in any post should be the last option left with the Armed Guard after shouting precautionary words and firing should start with blank cartridge only. Live cartridge should be fired initially aiming towards the sky, followed by firing below the knee. Before opening fire, the Armed Guards should try their level best to take the clearance from competent Person without compromising the security threat to the 'Person' and 'Property'. In case of unavoidable case of firing, the cost of ammunition may be reimbursed with authenticated certificates from Site Manager and In-Charge, Security / Chief Security Officer.

24. **Mobile Phone:** - Thirty **(30)** numbers of Mobile phones are to be provided by the Security Agency with connection from a Service Provider having best network service in the area. All the mobile phones should be in a CUG (Common Users Group) which can be used as internal telephone, however **at least Ten (10) mobile phones should have the provision of making unlimited calls and internet (5G) out-side the group.** In case of any damage / loss of any mobile phone has to be replaced by the Agency free of cost. The cost of mobile phone sets are to be borne by the Agency, out of their Service Charge.

25. **Walky Talkie:** - Twenty **(20)** numbers of Walkie Talkies **(range at least 10 km)** are to be provided by the Security Agency with best network service in the area. The cost of Walkie Talkies sets are to be borne by the Agency, out of their Service Charge. In case of any damage / loss of any Walkie Talkies has to be replaced by the Agency free of cost.

26. **Motorcycle & Scooter:** - Two **(02)** numbers of **New** (not registered before December 2024) Motorcycles and One **(01)** number of **New** (not registered before December 2024) Scooter should be provided by the Agency which is expected to **run an average** (based upon monthly run) **of 50km / each per day** in and around University Campus. The cost of the Motorcycle and Scooter, fuel and lubricant as well as periodic maintenance will be borne by the Agency out of their quoted Service Charge. The Motorcycle and Scooter should be driven by deputed Security Inspector / Supervisor / Lady Security Supervisor on the instruction of Professor In-Charge, Security / Chief Security Officer / Security Officer / Security Inspector of Visva-Bharati. Site Manager should ensure that all requisite papers for those motorcycle and Scooter as well as Driving Licenses for the Riders are in order and Riders are without any adverse Police record, free from any addiction to Drugs / Liquor, free from any contagious disease.

27. **One (01) New** (not registered before December 2024) **Vehicle** (8 seater or above Jeep like Bolero or Scorpio etc. with commercial license) for patrolling the university campus will be provided by the Agency. Vehicle will have to cover **120 km average** (based upon monthly run) **per day**. The duty Inspector / Authorized Personnel will ensure responsibility of safe and efficient vehicular surveillance and follow the orders of Professor In-Charge, Security / Chief Security Officer / Security Officer in this regard. Site Manager will ensure that each vehicle should have sufficient fuel to run 100 km in reserve. In case of requirement, the vehicle may go to Kolkata and other Districts.

28. The rate quoted will be all inclusive of Drivers' wages, Fuel, Lubricant, Maintenance and repair cost for the vehicle are to be borne by the Agency, out of their Service Charge.

29. The vehicles preferably may be supplied by the Agency itself. If hired from other Agency / Person then the legal contract papers should be submitted to the office of In-Charge, Security / Chief Security Officer / Security Officer. In case of any accident / brake down of vehicle, the entire responsibility of payment to the Third Party / Driver / Staff and Repair Cost will be borne by the Agency and no claim in this regard will be entertained by the University.

30. The drivers engaged in the vehicles should have valid Commercial Driving Licenses and without any adverse Police record, free from any addiction to Drugs / Liquor, free from any contagious disease. Normally they should be allowed for eight (8) hours duty at a stretch. The drivers should remain clean in appearance and behave gently. They are to be covered by all Govt. payments, rules and norms as applicable.

31. All Electronic Gadgets & Vehicles should be in running/working conditions for the entire contact period. All log books, control registers of vehicles should be counter signed by the delegated officers of Visva-Bharati.

32. The Security Personnel of the Security Agency who will be deployed at the University Campus shall not be treated as employees of the University and as such their service conditions, pay and allowances, other benefits etc. will be determined and borne by the Security Agency subject to fulfillment the requirement of the minimum wages, EPF, ESI, Bonus etc as determined by the Govt. of India. The said Security Personnel shall, however, take instructions and be under the operational control of the Professor In-Charge, Security / Chief Security Officer / Security Officer / Security Inspector, Visva-

Bharati. The Security Agency will ensure that the Security Services provided by the Security Agency shall be to the entire satisfaction of the University.

33. Agency will be liable for wages, salary compensation and any statutory benefits due to the said Security Personnel under the Labour Law and other legislations e.g. Provident Fund, Insurance (if any), Working Hours, Overtime etc.

34. Agency should have **at least an office in West Bengal with proper infrastructure** and should have National/West Bengal State permit.

35. Security Personnel once deputed will not be shifted to another site without the prior intimation to the Professor In-Charge, Security / Chief Security Officer and similarly **no new Personnel can be deputed or brought into the leave reserve roll without the proper permission and interview conducted by Professor In-Charge, Security / Chief Security Officer / Security Officer.**

36. **Payments Terms:** - The agency will ensure that workers engaged by it must receive their entitled wages on time. In view of this, the following procedure will be adopted: The agency should make all the payments of their deputed Security Personnel only through bank account and details of such transactions can be intimated to Visva-Bharati. **The employees of the Service Provider should get their monthly payment from the Agency in time without any connection to out-standing bill of the Agency by the University.**

37. The Agency shall raise invoice per month and submit the same to Visva-Bharati by Fifteen (15th) of every following month. Such Monthly Bill must consist of: -

- (a) List of employees with date of engagement and attendance in the respective month.
- (b) The amount of wages for each individual disbursed in the previous month through Bank transaction.
- (c) Copies of authenticated documents of payments of such contribution to EPFO, ESIC etc. (downloaded from official portal).
- (d) Declaration of the agency regarding compliance of Minimum Wages, ESI, EPF and other statutory duties / liabilities as applicable. If ESI crosses the permissible limit, the Agency should make an alternative arrangement like Group Insurance etc.
- (e) Proof of Levy and Collection on profession under West Bengal State Tax on profession, trades, callings and employments Act, 1979.

38. Visva-Bharati shall make all endeavors to make payment within a month from the date of receipt of the invoice. However, the payment may be delayed in unavoidable circumstance.
39. The Agency should pay the **Yearly Bonus** to the individuals according to the GOI regulation and relevant notification in the current financial year. The payment of bonus will be **re-imbursed** from the University on submission of Bank transaction documents in this regard. No claim for advance with respect to payment of Bonus would be entertained. The bonus calculation as per the perform duty and GoI order has to be ascertain from Principal Employer before making Any payment to the individual.
40. In case of **Compensation for National Holidays**, the Agency may pay the Personnel as per the GOI rules for their performed duties and claim to the University for **re-imburement** on actual payment.
41. In order to ensure that such workers get their entitled wages by 7th of the following month, the following schedule will be adhered to:
- a) Monthly bill cycle will be from 1st day of the previous month to last day of the month.
 - b) Monthly bill as per above cycle, will be submitted by the agency preferably 15th on following month.
 - c) The agency must ensure that entitled wages of the workers are credited to their bank account by the 5th of the following month; agency will not be given any relaxation in this matter.
42. While submitting the bill for the next month, the services provider must file a certificate declaring the following:
- a) Wages of workers were credited to their bank accounts on _____(date) (Copy of bank statement enclosed in respect of personnel deployed at Visva-Bharati).
 - b) ESI Contribution relating to _no. of workers amounting to Rs. _____ was deposited on _____(date) (Copy of the challan enclosed in respect of personnel deployed at VISVA-BHARATI).
 - c) EPF contribution relating to _____ **no.** of workers amounting to Rs. _____ was deposited on _____(date) (Copy of the challan enclosed in

respect of personnel deployed at VISVA-BHARATI).

- d) The agency is complying with all statutory labour Laws including Minimum Wages Act.
 - e) The agency should submit the bill in accordance with the above time schedule.
 - f) Copy of statement (presently Form D) as required under West Bengal Labour Welfare Fund Rules, 1976 and evidence of proof of payment to Welfare Commissioner.
43. The Off days are to be taken care of by putting Security Personnel from reserve pool. The nominal roll of the reserve Personnel are also to be forwarded to the University. The minimum wages and other statutory obligations are to be followed for the reserve category Personnel as per the existing rules and regulations. The University shall pay only '**no work no pay basis**' and for the total man-days that have actually been performed. Hence, the payments of reserved Security Personnel and their leave / off day salary, if required, are to be made out of the service charge of the Agency.
44. The University will not enter into any financial transaction with the personnel deployed by the Security Agency. No facility whatsoever that may be available to the employees of Visva-Bharati shall be extended to the Personnel of the Security Agency by the University.
45. After issuance the work order the Security Agency should deposit **5% of Work Value** to the University as **Electronic Performance Bank Guarantee (ePBG)** before taking over the charge. In case of any theft/damage of University property, if the Competent Authority finds Security Personnel of the Agency responsible necessary amount as found reasonable, may be deducted from the Performance Security Deposit.
46. The University reserves the right to terminate the services of the Security Agency by giving 30 (Thirty) days notice in advance in writing.
47. The agency will provide to the Authority a list of all personnel so deployed with permanent and present address along with their latest photographs.
48. The agency shall replace within twenty-four hours any of its personnel, if they are unacceptable to the Authority because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the Security supplied by the agency, upon receiving written notice from the Authority. Notwithstanding the above, the University shall have the right

to ask to change /replace the personnel at any point of time without assigning any reason.

49. Visva-Bharati shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the guards of the agency.
50. The agency shall be responsible for any damages done to the property of the University by the personnel so deployed. Visva-Bharati will be free to recover it from the **Electronic Performance Bank Guarantee (ePBG)** given by the agency or from any other dues or recover as per law.
51. The agency's personnel working in the University should be polite, cordial, positive and efficient while handling the assigned work and the inactions should promote good will and enhance the image of the University. The agency shall be responsible for any act of indiscipline on the part of persons deployed by it.
52. The Security staff deployed by agency in the Visva-Bharati shall not claim any benefit, compensation, absorption or regularization of their services in the Visva-Bharati either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other law/Act. The agency shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the agency and shall submit the said undertaking to Visva-Bharati.
53. The agency shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering and shall not engage in gambling, satta or any immoral act.
54. The security personnel deployed by the agency shall work under overall supervision & direction of the agency and shall be guided by the Professor In-Charge, Security / Chief Security Officer / Security Officer / Security Inspector or any other officer designated by the Visva-Bharati to the extent required.
55. The agency will properly maintain master roll of the personnel employed/engaged in connection with the work at the premises of the Visva-Bharati.
56. For all intents and purposes, the agency shall be the "Employer" within the meaning of different labour Legislations in respect of security personnel deployed by it. There shall be no claim by such deployed persons of any employment in Visva-Bharati. The persons deployed by the agency in the Visva-Bharati shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against Visva-Bharati.

57. The agency shall be solely responsible for the redressed of grievances if any of its staff deployed at Visva-Bharati. The Visva-Bharati shall, in no way, be responsible for settlement of such issues what so ever.
58. The Visva-Bharati shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the security staff deployed by agency in the course of their performing the functions/duties or for payment towards any compensation.
59. The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to Visva-Bharati to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
60. The agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters. The agency will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the persons deployed by them in Visva-Bharati. The Visva-Bharati shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
61. The agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The Service Provider shall produce the same, on demand, to the concerned authorities and to Visva-Bharati or any other authority under Law.
62. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by Visva-Bharati.
63. In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Visva-Bharati is put to any loss / obligation, monetary or otherwise, the Visva-Bharati will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

12. Compensation: -

- A) In case any of agency's deployed staff under the contract is (are) absent, compensation equal to double the wages of number of guards / supervisors absent on that particular day shall be payable to Visva-Bharati and the

same shall be deducted from the agency's bills.

- B) Whenever any security personnel are removed / retired from the master roll, the Agency shall provide suitable replacement within the stipulated period **(which may be one month of vacancy)**. If the Agency fails to provide suitable replacement, a penalty of Rs. 1000 per person per day shall be levied and the same shall be deducted from the agency's bill.
- C) In case any of agency's guards deployed under the contract fails to report in time and agency is unable to provide suitable substitute in time for the same it will be treated as absence and compensation of double the wages shall be payable to Visva-Bharati.
- D) In case any public complaint is received attributable to misconduct/misbehavior of agency's guards, improper uniform, a penalty or Rs.1,000/- for each such incident shall be levied and the same shall be deducted from the Agency's bill.
- E) In the event of any misdemeanor like sleeping during duty, the defaulter(s) being under the influence of liquor / drugs, indecent behavior towards any lady or utmost undisciplined act, the concern Security Personnel shall be removed by the Agency at the earliest.
- F) In case of the Security Agency's Personnel deployed in the University is/are absent, found sleeping or with improper uniform, a penalty equal to the wages (composite rate for that rank given by the University to the Agency etc) and in case of Guards committing noticeable Act of indiscipline, a penalty equal to double of the wages (of respective rank) of the Personnel will be deducted from the submitted monthly bill of the Agency. In addition, attendance of that defaulter will be struck off from the respective duty sheet for the day and no payment will be admissible from the University end. Agency should issue a written memo for each individual in case of such adverse report.
- G) In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the Security Service Providers will be liable to be forfeited by the Visva-Bharati besides, annulment of the contract and other legal recourse.
- H) The successful bidder who is awarded the contract by Visva-Bharati will retain all the documentary proof / papers deposited with the respective statutory bodies / Government departments, i.e., Employees State

Insurance, Provident Fund and GST. All such documents/papers will be necessarily submitted within seven days by the Security Service Provider as and when they are requisitioned by Visva-Bharati.

- I) The authority reserves the right of pardoning any individual at any point of time. In case the Security Agency deployed for providing Security Services, within the period for which they have been given contract, withdraws / suspends their services without proper clearance from the University authority, a **penalty upto Rs. 50 (Fifty) Lakh** may be imposed, forfeiture / encashment of the Performance Security Deposit.
- J) The Agency shall immediately report in writing, of the occurrence of any event which may result in or which may give reason to believe that there may be labour dispute, strike of its own staff impediment or disruption in the due performance of the obligations of the Company under the
- K) In case of any loss / damage caused, not due to natural calamities, to the property of the Institute where the laxity of the Security Personnel of the Agency is suspected, an enquiry by Visva-Bharati authority will be held to apportion responsibility and determine the quantum of compensation to be paid by the Agency.
- L) The Visva-Bharati reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome any problem encountered at a later stage for the smooth and timely provision of services.
- M) Any delay or for bearance on the part of Visva-Bharati or any waiver of its rights or condensation of any acts, on the part of Visva-Bharati shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.
- N) The Official Signatory of the Agency should be present at this University in short notice, if called by the Authority.
- O) The Agency shall be responsible for compliance of all the laws/Rules/Regulations/ Govt. Instruction those are / will be applicable to and aimed to protect the interest of the Employees engaged by the Agency and shall ensure payment of all the statutory duties / liabilities as may have arisen during the past or may arise during the course of performance of the contract.

- P) **Resolution of dispute:** All disputes relating to the Security Services to be provided or to the contract therefore, whether arising during the period of the contract, or after the completion thereof, shall be referred to a three member Arbitration Committee comprising representative of Visva-Bharati, representative of the Agency and a Senior Lawyer engaged by Visva-Bharati, notwithstanding anything herein before, the Indian Arbitration and Conciliation Act, 1996 shall be final conclusive and binding on all parties to this contract.


Registrar (Acting)
Visva-Bharati
Santiniketan
कुलसचिव (कार्यवाहक)
विश्वभारती
Registrar (Acting)
Visva-Bharati

SECTION - VI

TENDER RULES AND GUIDELINES

1. The intending bidders are requested to **inspect the site of work on 03/07/2025 at 11:30 hours** and make necessary investigations to collect the required information and have an idea of the Campus before submission of tender.
2. The intending bidders may attend the **Pre-bid Meeting to be held on 04/07/2025 at 1130 hrs** to clarify any doubt so as to avoid faulty tendering and future complication as a result thereof.
3. All pages of the tender documents shall be signed at the lower right-hand corner in the tender papers by the bidder or by a person holding power of attorney authorizing him / her to sign on behalf of the bidder before submission of tender.
4. The bidders should quote in English both in figures as well as in words the rates and amount tendered by him wherever applicable.
5. The acceptance of a tender will rest with the University (i.e. Visva-Bharati) who does not bind itself to accept the lowest tender and reserve to itself the authority to reject any or all the tenders received without assigning any reason. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly dated and initialed by the bidders are liable to be rejected.

6. Tendering Committee may enquire Govt. Offices, Clients, Police Authority etc to authenticate the fact and figures of the submitted documents. The Members may visit the Head Office / Zonal/ Branch Offices / Training Centre to evaluate the infrastructure of the Agency. The Sites / Offices where the Security Personnel of the respective Agency are deployed may also be visited to ascertain the reputation, performance and compliance with the legal / statutory bindings by the Agency. The selection of the Agency in Technical Bid will depend upon the evaluation report from the Committee Members.
7. Only those bidders who qualify in terms of the technical bid will be short-listed / qualified for the financial bid.
8. While quoting, the expenditure in connection with Uniform, Security Equipment, Mobile Phones, Walkie Talkies, Four Wheelers, Motorcycles, Bicycles, Off Day Compensations (if any) etc all to be considered keeping the future market rates enhancement in mind and no further request for enhancement of rate will be entertained by the University.
9. **Acceptance of quotation will be based on the Service Charge (for manpower, Vehicle etc.) quoted by the Bidders. However, in case of any alteration of manpower / service actually deployed in a month, the payment for the month will be altered on the basis of quoted unit rate.**
10. Canvassing in connection with the tender is strictly prohibited and tender submitted by the agencies and who resort to canvassing will be liable to rejection.
11. Selection of service provider shall be based on an objective evaluation of past performance, financial capabilities, resourcefulness of the agency apart from the price bid tendered by the agency. Visva-Bharati shall have the right to constitute Evaluation Committee to verify the information/documents submitted by the bidder. Visva-Bharati reserves the right to reject or accept any tender. Visva-Bharati is under no obligation to inform the bidders of the reason of the selection or rejection. Only the selected bidder will be informed by the University.
12. **The selected Agency shall be required to provide service within 10 (Ten) days of issuance of work order by the University.**


REGISTRAR (ACTING)
VISVA-BHARATI
 कुलसचिव (कार्यवाहक)
 विश्वभारती
 Registrar (Acting)
 Visva-Bharati

SECTION – VII
BIDDER DETAILS FORM

VISVA-BHARATI

Santiniketan



Form for submitting Tender for providing Security Services at Visva-Bharati.

Vide Tender No. – VB/WW/140/25-26, Dt. 30/06/2025

(This Performa is only indicative and Columns are to be filled with details and attach self-attested copies or with 'Yes/ No/ Not applicable' statement as required)

- 1) Name and Address of the Agency :
- 2) Contact Phone/Fax Number :
- 3) Permanent Account Number (Scanned copy :
of PAN card is to be submitted online)
- 4) Clearance Certificate of IT, PT, Service Tax :
(Copies of latest return (i.e. **2021-22, 2022-23 and 2023-24** is to be **submitted online**) and latest GST return.
- 5) Average turnover for the last three years :
(Copies of Trading, P & L A/Cs and Balance Sheet are to be submitted)
- 6) List of permanent employees in the :
Organization category wise
- 7) Particular of License /Authorization for :
rendering Security Services (Copy of the certificate is to be enclosed)

- 8) Details of Security Services rendered in the :
last three years
- a) Name of the Customers (indicating :
categories like Govt., Semi-Govt.,
Academic Institution)
 - b) Period of Service rendered :
 - c) Number of personnel deployed in each :
category
 - d) Number of Ex-Servicemen / Ex-C.A.P.F :
personnel deployed
 - e) Amount involved (Documentary :
evidence for column (a) to (d) is to be
enclosed)
- 9) Professional Background of the :
Proprietor/Partners /Directors of the
organization
- 10) EPF, ESI Registration No. and any other :
documents supporting information relevant
in this respect (refer to Eligibility Criteria)
- 11) Information in respect of names of work
involving litigation, expulsion and
debarring by any organization. Any
organization against whom any
investigation, vigilance enquiry have been
instituted or there are criminal proceedings
in any court of law shall not be considered
for qualification. (Concealment of any
information could debar the organization
from qualification).
- 12) Bank solvency for Rs. 50 (Fifty) Lakh

- 13) Exclusive Income from Security Services of the tendering of **Security Service Provider** for the three financial years mentioned below duly certified by a Chartered Accountant (Attach separate sheet if space provided is insufficient)

Financial Year	Amount(Rs. Lakh)	Remarks, if any
2021-22		
2022-23		
2023-24		

13. Give details of the major similar contracts handled by the tendering Security Service Provider during the last three years in the following format (if the space provided is insufficient, a separate sheet may be attached):

Sl.No.	Name of the Client, Address, telephone No.	Security services provided (Type of Security provided)	Amount of Contract (Rs. Lakh)	Duration of Contract	
				From	To

14. Submit Experience Certificate from at least three clients, to whom services have been provided by tendering security service provider in the past. The certificate should preferably be from Govt. /PSU clients or reputed companies and the same should be submitted in original or the copy of it should be self-attested.

15. Additional information, if any. (Attach separate sheet, if required)

I/We have gone through the notice inviting tender along with the tentative scope of work, tender rules, guidelines and other terms and conditions **vide Tender No. - VB/WW/140/25-26, Dt. 30/06/2025** and submit the application in consonance with the same.

Dt.....

Signature of the Proprietor/ Authorized persons of the Agency

Section VIII

FINANCIAL BID

(Date)

The Registrar (Acting)
Visva-Bharati
Santiniketan

Dear Sir/Madam,

Ref: Tender for Selection of Security Service Provider for Visva-Bharati

Having examined the Tender documents we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Security Services Provider. The mandatory Supporting Service including Vehicle, Two-wheelers, Mobile Phones etc and supply of Other Security Gadgets, requisite Uniform etc as per terms and conditions / Scope of Work will be provided by us and the entire cost will be borne by us considering in the Service Charge itself.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and agreement to be entered with VISVA-BHARATI.

If our proposal is accepted, we will submit a Performance Bank Guarantee issued by a scheduled commercial bank in India as acceptable to VISVA-BHARATI.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with Visva-Bharati for provision of Security services.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or

to be delivered to the Visva-Bharati are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead Visva-Bharati as to any material fact, we understand that if any point of time it is noticed/discovered by Visva-Bharati that as information given by us is false or incorrect or misleading Visva-Bharati shall have the right to take such necessary action as it deems fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this is Day of _____ month of _____ 2025

(Signature)

(In the capacity of)

Duly authorized to sign the bid response for and behalf of:

(Name and Address of Company) (Seal/Stamp of the Bidder)

Witness Signature:

Witness Name:

Witness Address:

Financial Involvement

Name of the Bidder for Tender of Security Service at Visva-Bharati: -

Details of Daily wages to be paid under the contract shall be in accordance with the relevant Minimum Wages Act. (Rate as per GOI, Ministry of Labour & Employment, notification File no. 1/6(6)/2025-LS-II, dated 28/03/2025), **w.e.f 01.04.2025**

Wages and Other elements for Financial Calculation						
Sl. No.	Details of payments admissible	Security Guards Male	Security Guards Lady	Ex-Service men /Ex-Central Armed Police Force Personnel	Security Supervisor Male	Security Supervisor Female
i)	Approximate strength/ Day	Nos. 120	Nos. 15	Nos. 120	Nos. 20	Nos. 5
ii)	Minimum Wages/Day/Head	Rs. 494.00	Rs. 494.00	Rs. 494.00	Rs. 494.00	Rs. 494.00
iii)	VDA	Rs. 266.00	Rs. 266.00	Rs. 266.00	Rs. 266.00	Rs. 266.00
iv)	EPF @ 13%	Rs. 98.80	Rs. 98.80	Rs. 98.80	Rs. 98.80	Rs. 98.80
v)	ESI @ 3.25%	Rs. 24.70	Rs. 24.70	Rs. 24.70	Rs. 24.70	Rs. 24.70
vi)	Special Allowance	-	-	Rs. 25/-	Rs. 35/-	Rs. 35/-
vii)	Total Amt/Unit/Day	Rs. 883.50	Rs. 883.50	Rs. 908.50	Rs. 918.50	Rs. 918.50
viii)	Amount full strength / Day	Rs. 1,06,020/-	Rs. 13,252.50	Rs. 1,09,020/-	Rs. 18,370/-	Rs. 4,592.50

Wages and Other elements for Financial Calculation

Sl. No.	Details of payments admissible	Security Inspector	Ex-Service men / Ex-Central Armed Police Force Armed Guard	Armed Guard
i)	Approximate strength/ Day	Nos. 5	Nos. 10	Nos. 10
ii)	Minimum Wages/Day/Head	Rs.494.00	Rs. 579.00	Rs. 579.00
iii)	VDA	Rs. 266.00	Rs. 314.00	Rs. 314.00
iv)	EPF @ 13%	Rs. 98.80	Rs. 116.09	Rs. 116.09
v)	ESI @ 3.25%	Rs. 24.70	Rs. 29.02	Rs. 29.02
vi)	Special Allowance	Rs. 45/-	Rs. 25/-	-
vii)	Total Amt/Unit/Day	Rs. 928.50	Rs. 1063.11	Rs. 1038.11
viii)	Amount full strength / Day	Rs. 4,642.50	Rs. 10,631.10	Rs. 10,381.10
ix	Composite Amount with given strength of all category / Day	Rs. 2,76,909.70/-		
(Rupees Two Lakh Seventy-Six Thousand Nine Hundred Nine and Seventy Paise Only)				

Price Bid

Service Charge (in Percentage) _____% (Minimum 4%) Calculated upon Rs. 276909.70 (Composite Amount).

Notes:

- 1) The strength may vary as per the needs of university. Change in strength will be intimated well in advance.
- 2) **Work order will be issued to the lowest evaluated Bidder (L-1) based upon the Lowest Quoted Service Charge.**
- 3) **However, in case of multiple Bidders quoting same rate of Service Charge, GeM system will select the Bidders as per the norms of Single Packet Bid.**
- 4) The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which service has been rendered by deployed Security Personnel, duly verified by the User Department, Visva-Bharati.

Signature of the Bidder with Seal

Section - IX
SELF-DECLARATION ON LETTER HEAD
NO BLACKLISTING

Date:

The Registrar (Acting)
Visva-Bharati

Sir/Madam,

Ref: Tender for Selection of Security Services Provider for Visva-Bharati

In response to the Tender Document (**vide Tender no. – VB/WW/140/25-26, Dt. 30/06/2025**) for Selection of Security Services Provider for VISVA-BHARATI, I / We hereby declare that presently our Company / Firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body. We further declare that presently our Company / firm _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt and fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. By any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities or in violation of the Private Security Agencies (Regulation) Act, 2005. This is to further certify that I/We/Agency has not been terminated in the past 3 years on account of violation of laws or deficiency of services or breach of contract.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our Performance Security Deposit may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Yours faithfully,

Place:

Signatures _____

Date:

Name _____

Seal of the Organization _____

Section - X

ELIGIBILITY EVALUATION

- 1) Validity of Registration with **PSARA** with renewal time to time for minimum 5 (Five) years before 31/05/2025. ☐
- 2) Have **at least an office in West Bengal** with proper infrastructure and should have National/West Bengal State permit. ☐
- 3) Registered as a Company under Companies Act 1956/2013 or as a Sole Proprietorship or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 for **not less than Five years** before 31/05/2025. ☐
- 4) Average gross turnover of **Rs.20 Crore (Rupees Twenty Crore only) per year.** ☐
- 5) At least 3 contracts of not less than **Rs.1 (One) Crore** value each per year for providing security service in **last three years.** ☐
- 6) **Bank Solvency for Rs.50 (Fifty) Lakh** and the Solvency Certificate. ☐
- 7) Experience of providing Security Service in **05 (Five) years** or more in Government / Semi-Government / PSU / Autonomous Bodies with Government funding. ☐
- 8) **One Training Centre** with proper infrastructure as per relevant Security Act and Regulations and should have sufficient staff for 'Onsite Training' at this University. ☐
- 9) Certificate of 'No Black Listed / debarred' by any of the government agencies or department, as per format in **Section -IX** of this Tender Document. ☐
- 10) **Audited Balance Sheet** along with Profit & Loss Account of **03 (three) financial years** as mentioned. ☐
- 11) **EMD amount of Rs. – 22,56,723/-** as specified in this tender Document or any **GoI approved exemption for Earnest Money Deposit.** ☐
- 12) Copies of GST, Income Tax, Service Tax, PAN, TIN, EPF, and ESIC Registration Certificate for the Security Agency as applicable. ☐
- 14) GST, Service Tax and Income Tax returns of last three financial years. ☐
- 15) Copies of work Orders and Client's Satisfactory Performance Certificates. ☐