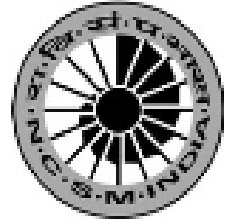


E-TENDER DOCUMENT FOR PROVIDING SECURITY, WATCH AND WARD SERVICES



विज्ञान नगरी
SCIENCE CITY
(राष्ट्रीय विज्ञान संग्रहालय परिषद)
(National Council of Science Museums)
संस्कृति मंत्रालय, भारत सरकार
Ministry of Culture, Government of India
जे. बी.एस. हलडेन एवेन्यु, कोलकाता - 700046
J B S Haldane Avenue, Kolkata 700046



E-TENDER NO : 13023(S AND W)/2018

INSTRUCTIONS TO THE TENDERERS/BIDDERS FOR E-SUBMISSION OF BIDS ONLINE THROUGH E-PROCUREMENT SITE <https://eprocure.gov.in/eprocure/app>

This tender document has been published on the Central Public Procurement (CPP) Portal (URL: <https://eprocure.gov.in/eprocure/app>). The tenderers /bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the tenderers/bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

REGISTRATION:-

- 1) Tenderers/bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Click here to Enrol**” on the CPP Portal. Enrolment is free of Charge.

As part of the enrolment process, the tenderers/bidders will be required to choose a unique username and assign a password for their accounts.

Tenderers/bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Upon enrolment, the tenderers/bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

Only one valid DSC should be registered by tenderers/bidders. Please note that the tenderers/bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

Bidder then logs in to the site through the secured log-in by entering their user ID & password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS:-

- (a) There are various search options built in the CPP Portal, to facilitate tenderers/bidders to search active tenders by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of ‘**Advanced Search**’ for tenders, wherein the tenderers/bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- (b) Once the tenderers/bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the tenderers/bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:-

- (a) Tenderer/bidder should take into account any corrigendum published on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and contents of each of the document that need to be submitted.
- (b) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally they can be in PDF / XLS / RAR / DWF formats as mentioned. **Bid documents may be scanned with 100 dpi with black and white option.**
- (c) To avoid the time and efforts required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the tenderers/bidders. Tenderers/bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting the bid just by tagging and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS:-

- 1) Tenderer/bidder should log into the site well in advance for bid submission so that he/she uploads the Bid in time i.e. on or before the bid submission time as per the system. Bidder will be responsible for any delay due to other issues.
- 2) Tenderer/bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Tenderer/bidder has to select the payment option as “offline” to pay the Tender Fee & EMD and enter details of DD/any other accepted instrument.
- 4) Tenderer/bidder should prepare the TENDER FEE & EMD instrument as per the instructions specified in the tender document. Scanned copy of DD/any other acceptable instrument as mentioned towards EMD & Tender Fee should be uploaded while online submission of the tender and the original should be posted/couriered/given in person to the Tender Processing Section latest by the last date and time of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the Scanned copy and the data entered during bid submission time otherwise the Tender will be summarily rejected.
- 5) The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the tenderers/bidders. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 6) Tenderers/bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. The price bid has been given as a standard **Offer Sheet** in .xls format with the tender document, which is to be downloaded and to be filled by all the tenderers/bidders.

Tenderers/bidders are required to download the **Offer Sheet** file, open it and complete the **green coloured (unprotected)** cells with their respective financial quotes and other details (such as name of the Tenderer/bidder). No other cells should be changed. Once the details have been completed, the tenderer/bidder should save it and submit it online, without changing the filename. If the **Rate Quote Sheet** file is found to be modified by the tenderer/bidder, the bid will be rejected. In e-Tendering, intending tenderer/bidder can quote their rate in figures only. The total amount is generated automatically. Therefore, the rate quoted by the tenderer/bidder in figures shall be taken as correct. The Comparative Statement is also generated automatically by the system. The Comparative Statement and rate quoted by each tenderer/bidder shall be downloaded.

The manual calculation check of tenders/bids and Comparative Statement, shall be final. In case, any discrepancy is noticed, the decision of appropriate authority of museum/centre shall be final and binding.

- 7) The server time (which is displayed on the tender's/bidder's dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the tenderers/bidders, opening of bids etc. The tenderers/bidders should follow this time during bid submission. The tenderers/bidders are requested to submit the tenders/bids through online e-tendering system to the **Tender Inviting Authority (TIA)** well before the bid submission end date & time (as per Server System Clock).
- 8) All the documents being submitted by the tenderers/bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized tender/bid openers.
- 10) Upon the successful and timely submission of tenders/bids, the portal will give a successful tender/bid submission message & a tender/bid summary will be displayed with the NIT/tender/bid no. or Name of Work and the date & time of submission of the tender/bid with all other relevant details.
- 11) The tender/bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any tender/bid opening meetings.

ASSISTANCE TO TENDERERS/BIDDERS:-

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the
**Tender Inviting Authority (TIA),
Science City, J.B.S Haldane Avenue, Kolkata-
700046, Fax No.033-22859895,
Website: www.sciencecitykolkata.org,
Email: sctycal@cal.vsnl.net.in, sctyncsm1@gmail.com)**
- (b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk Ph. **1800-3070-2232.**

NOTICE INVITING e-TENDER (e-NIT)

No. SCCY-13023(S and W)/2018

Dated 24.04.2018

Science City, Kolkata is a constituent unit of the National Council of Science Museums, Kolkata* (*hereinafter referred to as the Science City).

General terms & Conditions:-

1. Online e-tenders are hereby invited from reputed and experienced agencies for providing 'Security, Watch & Ward Services at Science City, J.B.S Haldane Avenue, Kolkata-700046, on contract basis on payment of **monthly lump sum composite charges for number of security personnel to be deployed as per the departmental estimate as per Govt. of India prescribed rates separately indicating (a) GST component as applicable and (b) Service Charges of the agency. The tenderer should fulfil the following eligibility criteria:-**
 - (i) Should be either registered as a Company under Companies Act 1956/2013 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 as on 31.03.2018. Should be in possession of (a) Trade License (b) PAN Card [in the name of firm/agency or proprietor]: (c) EPF/ PF Registration (d) ESI Registration (e) P-Tax registration (f) Registration under the Shops & Establishment Act (g) Registration under Private Security Agencies (Regulation) Act, 2005 (PSARA) (h) GST Registration. The Registered Office or one of the Branch Offices of the tenderer should be located in and around Kolkata. 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/criminal offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including PF/ESI authorities. Further, 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 or fraud & malpractice **(To be submitted as per Annexure-VII in bidder's/tenderer's letterhead).**
 - (ii) Minimum 05 (Five) years experience in executing similar kind of security, watch & ward related jobs in Central Government/ Central Autonomous Bodies/ State Govt/ Central Public Sector Undertakings. Tenderer shall attach list of such organizations with contract nos. where the Agency is currently providing/ has earlier provided this kind of service and copies of work order/completion certificate shall be submitted in support of their claim **(To be submitted as per Annexure-VIII in bidder's/tenderer's letterhead).**
 - (iii) The Tenderer should meet **any one of the three criteria** as under:
 - a. Currently providing / earlier provided successfully ONE similar security, watch and ward related services having annual value not less than ₹1.75 crore in any Departments/ Autonomous Institutions /Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities during last three financial years.

OR

- b. Currently providing / earlier provided successfully TWO similar security, watch and ward related services having annual value not less than ₹1.10 crore in any Departments/ Autonomous Institutions/Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities during last three financial years.

OR

- c. Currently providing / earlier provided successfully THREE similar security, watch and ward related services having annual value not less than ₹0.90 crore in any Departments/ Autonomous Institutions/ Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities during last three financial years.

2. The place of work shall be Science City, J.B.S Haldane Avenue located at Kolkata-700046.
3. Important Information & Dates:

EMD Amount	₹1,00,000/-
Tenure and validity	Initially 03 months on trial basis, there after 09 months subject to satisfactory performance of the Agency. The contract may be renewed on year-to-year basis based on the satisfactory performance for a maximum period of 03 years at the discretion of the Science City, Kolkata.
Bid Document Publishing Date & Time	24.04.2018 at 17.00 Hours
Bid Document Download Start Date & Time	27.04.2018 at 9.00 Hours
Bid Document Download End Date & Time	As per system generated.
Pre-Bid Meeting Date	10.05.2018 at 14.00 Hours
Bid submission Start Date & Time	12.05.2018 at 11.00 Hours
Bid submission End Date & Time	17.05.2018 at 14.00 Hours
Bid Opening (Technical) Date & Time	18.05.2018 at 15.00 Hours

4. The intending tenderers/bidders must read the terms and conditions of the contract carefully. They should submit their bid only if they only consider themselves eligible as per the laid down criteria and if they are in possession of all the documents/registrations required.

5. Information and Instructions for tenderers/bidders posted on website shall form a part of the bid document.
6. The bid document consisting of guidelines for security, watch & ward services, job requirement to be fulfilled and the set of Terms and Conditions of the contract to be complied with and other necessary documents can be seen and downloaded free of cost from <https://eprocure.gov.in/eprocure/app>.
7. Out of the online bid documents submitted by intending tenderers/bidders, the technical bids of only those tenderers/bidders shall be opened, who have deposited Earnest Money Deposit as specified above duly scanned, uploaded and found in order. The financial bids of only those tenderers/bidders shall be opened whose uploaded documents are found to be in order.
8. Those agencies not registered on the website mentioned above, are required to get themselves registered beforehand.
9. The intending tenderer/bidder must have valid Class II or Class III Certificates with signing key usage (DSC) to submit the bid.
10. The e-Tenders are invited under two envelopes system. The first electronic envelope will be named as Technical Bid Envelope & will contain documents of tenderer's/bidder's satisfying the eligibility conditions, scanned copies of EMD, NIT, work plan for execution of security, watch and ward related services etc. and the second electronic envelope will be named as Financial Bid Envelope containing Rate Quote Sheet with detailed break up of rate and. The bidder shall submit **TECHNICAL BID ENVELOPE** and **FINANCIAL BID ENVELOPE** simultaneously. The technical bids will be evaluated first and there after financial bids of only the eligible tenderers/bidders shall be opened. These envelopes shall contain one set of the following documents:-
 - a) **TECHNICAL BID ENVELOPE** shall contain the following documents:
 - i) Scanned copy of Demand Draft/Pay order or Banker's Cheque of any Nationalised/ Scheduled Bank towards **Earnest Money Deposit (EMD)** in pdf format in favour of **Science City** payable at **Kolkata**.
(Physical Demand Draft at Sl. (i) and (ii) may be submitted to Science City and hard copy of complete Notice Inviting E-Tender endorsing signature and rubber seal of the agency on all the pages on or before 16.05.2018)
 - ii) Scanned copy of Enlistment Order/Registration certificate with appropriate Authority/necessary license as required under the contract labour (Regulation & abolition) Act 1970 or any other act as applicable in pdf format.

- iii) Scanned copies for the proof of eligibility as per Clause No.1 (i) to (iii), Declaration as per Annexure-VII and specific WORK EXPERIENCE CERTIFICATES/ CONTRACT EXECUTION CERTIFICATE along with **Work Order/Letter of Intent** issued by Govt./ Semi-Govt./ Autonomous/ PSUs and/ or Reputed Institution with appropriate Authority as per Annexure – VIII to the NIT in PDF format.
 - iv) Scanned copies of details of Agency/ bidder as per Annexure –V to the NIT in PDF format.
 - v) Scanned copy of undertaking (as per Annexure-I) duly signed with agency seal in PDF format which also includes the undertaking that “The physical EMD shall be deposited by us with the office of Science City payable at Kolkata calling the bid before the bid opening otherwise the tender/bid shall be rejected.
 - vi) Work plan in PDF format digitally signed showing the Security Guards deployment pattern and how the agency proposes to judiciously render security, watch & ward related services under this contract.
 - vii) Scanned copies of PAN Card, GSTIN Certificate, Income Tax Returns for last three years and Trade License in PDF format.
- b) **FINANCIAL BID ENVELOPE** shall contain:
- (i) Rate Quote Sheet in .XLS format.
11. E-tenders which do not fulfil any of the above conditions or are incomplete in any respect are liable for **summary rejection**.
 12. The Science City does not bind itself to accept the lowest e-tender/bid and has the right to reject or accept any or all the e-tenders/bids; received without assigning any reason whatsoever.
 13. Canvassing in connection with e-tenders/bids is strictly prohibited and the e-tenders/bids submitted by the tenderers/bidders that resort to canvassing will be liable for rejection on that ground alone.
 14. E-tenders incorporating **additional conditions** are liable to be **rejected**.
 15. The tenderer(s) **must declare** in writing that neither he nor any of their Directors/Partners are in anyway related to any officer in the National Council of Science Museums, Kolkata, or any of its constituent units as per the format given in **Annexure – I**.

16. Apart from GST as specified above any other tax in respect of this contract will be reimbursed as per the applicable rates that may be prescribed by the Government of India from time to time.
17. Before submitting the e-tender, the tenderer shall assess the quantum of security, watch and ward services involved after going through the scope of job requirement of security and watch & ward services and conditions of contract and inspect the site, if necessary.
18. For the purpose of opening of the e-tenders/bids as described in Clause 10 of the Notice Inviting e-tender, it is clarified that only on receiving the **EMD, physically in the Science City, Kolkata together with duly signed and stamped copy of the e-tender document** before the bid opening date, the **Technical Bid Envelope** will be opened. After the authority of Science City is satisfied that the documents in the Technical Bid Envelope are in order, the **FINANCIAL BID ENVELOPE** shall be opened, subsequently by the duly constituted committee of the Science City.
19. It may be noted that the Technical Bid Envelope which are not found in order as per the requirement of Science City, Kolkata shall be summarily rejected.
20. Earnest Money is liable to be forfeited if the successful e-tenderer/bidder selected for the security, watch & ward services fails to take up the work and sign the formal agreement within 07 days from the date of issue of Letter of Intent to them by the Science City.
21. The successful tenderer will be awarded the services of security, watch & ward services by the Science City and given stipulated time which shall be counted from the date of issue of the LOI. During this intervening period, the successful tenderer shall check the work plan / job requirement, visiting hours, visitors' footfall and occupancy rate of different facilities etc. of Science City. The successful tenderer shall also mobilise all its resources including Security Guards and stationery items etc. and sign an Agreement with Science City in approved format on a non-judicial stamp paper of appropriate value.
22. The validity period of the e-tender shall be **03 (THREE)** months from the date of opening of e-tenders. This period may be extended suitably if the decision regarding issue of Letter of Intent is delayed for any reason.

Appendix to NIT

1. SUMMARY OF CONDITIONS OF CONTRACT

- Tenure of the Contract : Initially 03 months on trial basis there after 9 months subject to satisfactory performance of the Agency. The contract may be renewed on year-to-year basis for a maximum period of 03 years including trial period at the discretion of the authorities of Science City.
- Earnest Money to be deposited with the e-tender : ₹1,00,000/-
- 2. SECURITY DEPOSIT / RETENTION MONEY** : Minimum $\frac{1}{10}$ of the annual Value of Contract subject to a maximum of ₹15,00,000/-
- Process of submitting the GST compliant bill supported with relevant challans etc. by the successful tenderer : Monthly basis duly certified by authorized representative of Science City.

GENERAL CONDITIONS OF CONTRACT

1. The Agency must note that *there will be no revision in the service charges of the agency during the entire period of contract.* However, *in case of revision of minimum wages or any other statutory charges made by the Government of India, the lump-sum composite service charges shall be revised to that extent of the liabilities arising on that account only.*
2. The Agency must have a local office with a regular telephone and other means of communication like fax/e-mail etc, both in the office as well as in the residence(s), of Partners/Directors.

RESPONSIBILITIES OF THE AGENCY:-

3. The Agency shall ensure that all statutory wages and allied benefits like P.F., Bonus, ESI etc., as are prescribed by the Government of India from time to time, are paid to personnel deployed for the purpose of this contract. The Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Govt. of India for this purpose and shall also remain liable for any contravention thereof. The Agency shall have to abide by the minimum wage legislations and must pay minimum wage as per law to the personnel deployed by them for the purpose at any time in the premises of the Science City.

Bonus shall be paid once in a year against submission of reimbursement claim supporting with muster roll authenticating its disbursement.

4. The Agency shall quote their rates based on the rates of minimum wage applicable as per Govt. of India only. The Agency shall submit the proof of having deposited the amount of contributions *claimed by them on account of ESI and EPF towards the persons deployed at the Science City in their respective names each month while submitting their GST compliant bills for the subsequent month. In case the Agency fails to do so, their bills will be withheld till submission of required documents. Copies of the quarterly, half-yearly & annual returns of GST, ESI, EPF and Professional Taxes shall be submitted after its submission to the concerned authorities.*
5. The Agency shall pay wages to the personnel deployed by them through the respective Bank Accounts latest by the 7th of every month and shall produce copy of acquaintance roll and bank remittance statement every month along with their bill for the relevant month.
6. The agency shall maintain good liaison with local Police Station, Traffic Guard and Fire Service Department concerned for any law and order or unforeseen situation related assistance from them.
7. In case of any theft, loss of assets and/or disturbance adversely affecting security etc., to the museum/centre, the entire responsibility for recovery and legal actions starting with lodging of F.I.R. with local police in consultation with the authorities of the museum/centre, upto the final recovery stage etc. will lie with the Agency.
8. **A security deposit of minimum $\frac{1}{10}$ of the annual value of contract, subject to a maximum of `15.00 lakh payable** in the form of a demand draft/pay order drawn in favour of 'Science City, Kolkata', is to be deposited by the Agency to cover the risk or

any loss *caused to the Science City due to fraud, theft, pilferage etc., the responsibilities for which are attributable, directly or otherwise, due to the negligence or inefficiency on the part of the agency or their personnel deployed for the contract or any breach of contract of whatsoever nature or form on the part of the agency.* In the event of any such occurrence and/or breach of contract, the amount of compensation, as assessed by the Science City shall be recovered either from the bill for monthly service charges due to the Agency or from their security deposit at the discretion of the competent authority of Science City.

8. During the period of this contract, the Agency shall provide proper and adequate service and perform their duties diligently, honestly and to the entire satisfaction of the Science City. The Agency shall constantly keep in touch with the Science City regarding their security services and abide by all instructions and directives issued by the authority of the Science City in this regard.

The Agency shall give or provide all necessary superintendence during the execution of the security related assignment for proper fulfilment of their obligations under the contract

9. *The agency shall maintain all relevant registers/documents in the premises of the Science City which may have to be presented for inspection by the concerned Labour Authorities. The agency shall also put up a notice board displaying the minimum wages prescribed by the Government of India from time to time.*
10. The Agency shall ensure compliance of all Acts, Rules and statutory orders in force with regard to deployment of their staff in the premises of the Science City for the purpose of this contract and shall keep the Science City indemnified against any liabilities arising out of non-compliance of any of the Acts, Rules or Orders on their part.
11. The Agency shall not deploy any Security Guards above 60 years of age for performing security duties in the Science City. All the male Security Guards including the security supervisor(s) deployed in the Science City shall have minimum qualification of SSLC and *preferably* Ex-Service men / Ex- Paramilitary forces with shape I medical category at the time of discharge from armed forces / Paramilitary with character assessed exemplary / very Good. All the female Security Guards shall have minimum qualification of SSLC. In this regard, agency shall submit annual return to the Science City authority in respect of age/date of birth and medical fitness of their deployed security personnel. The person(s) found medically unfit / physically deteriorated from the specified standard at any point of time will not be allowed to perform duties and the agency will be responsible to replace such person within 24 hours.
12. The Agency shall *make periodical Police verification of the particulars of their personnel deployed and* issue proper identity cards to *those* employees *who are* deployed *by them* at any point of time for the purpose of this contract in order to facilitate verification of their identity by the Science City. They shall always wear the identity card while inside the premises of the Science City.
13. The Agency shall be liable to comply with the directions of the Science City, to remove within 24 hours of receipt of such direction, any member of their staff deployed for the purpose of this contract and shall make immediate necessary alternative arrangements to ensure proper and adequate services.
14. All security personnel deployed by the agency in the Science City shall be in proper uniform. The agency shall at their cost supply uniform including cap, shoes, shocks, belt,

badges, name tally, raincoats & woollen clothing for their male/female personnel including Surveillance Operator. The Agency at their cost shall also supply sticks, torches, batteries, whistles and other stationery items required for carrying out the services.

15. The Agency on completion of the specified term of contract or on termination of the contract shall peacefully vacate the premises of the Science City and remove all their persons and materials from the campus after handing over the charge to the new agency.
16. The Agency shall be responsible for observance and compliance of different industrial laws as in force and they shall ensure that no demonstration/agitation of any kind takes place inside or near the premises of the Science City by security personnel engaged by the Agency.
17. The Science City shall have no responsibility for providing living accommodation to the personnel deployed by the Agency.
18. The scope of services shall be as per the requirement of the Science City from time to time. Any extra security related service arising out of special programmes or exigencies and beyond the scope of this agreement shall be negotiated separately by a duly constituted committee. The Agency shall provide the necessary extra manpower corresponding to the requirement of services immediately for which advance intimation would be given by the Science City.
19. The Science City shall pay to the Agency nothing more than the amount as may be due under the contract terms.
20. ***The agency shall ensure/impart training/conduct mock drill with their personnel deployed in connection with this contract, on issues such as Conduct in Public Place, Physical fitness, operation of modern security gadgets, frisking, vehicle check, fire fighting, emergency evacuation, Disaster management, periodical outdoor/ Institutional training and such other security measures as are essentially required in a public place like Science City. A schedule for such training shall be submitted each month to the Science City by the agency and shall be strictly implemented in the presence of Science City Authorities. A logbook of such training imparted along with names of personnel shall be maintained and shall be made available for inspection by Science City authorities as and when demanded. In this regard agency must deploy one field Officer preferably Ex-serviceman / Ex-Paramilitary forces to ensure / impart training in connection with the contract.***

The Nominated field Officer must carry out day checking and night surprise checking during silent hours on fortnightly basis and submit status report to the Science City along with schedule of training each month.

PAYMENT:-

21. The payment shall be made through e-payment on monthly basis within 30 days from the date of submission of the proper and pre-receipted GST compliant bill, duly certified by the authorized representative of Science City. In case of the Agency's failure to provide requisite services on particular day/days, proportionate deduction shall be made from the bill.

22. The Science City shall reimburse the amount of GST paid by the Agency to the authorities on account of services rendered by them to the Science City. The reimbursement shall be admissible on production of proof of deposit i.e. copy of challan by the Agency.
23. Income Tax will be deducted at the prescribed rate from the monthly bill of the Agency and the same would be deposited with the Income Tax Authority by the Science City.

PENALTY:-

24. *In the event of any deficiency in the security service rendered by the agency, any time during the currency of the contract, the Science City shall impose a suitable penalty which may be recovered from the monthly bill(s) of the agency. The decision of the Science City shall be binding on the agency.*

TENURE AND VALIDITY:-

25. In the beginning, the contract shall be on a trial basis for three months only, and thereafter, it would be extended for a further period of nine months, if the services are found to be satisfactory during the trial period of the agency. The contract may be renewed at the discretion of the Science City on year to year basis for a maximum period of three years, including the trial period. *However, in the event of such renewal of the contract each year, the service charges of the agency shall not be revised. But the liability due to revision of minimum wages and statutory duties & taxes from time to time, shall only be considered for revision.*
26. The contract can be terminated by the Science City at any time without notice in the event of gross security risk or gross damage to Science City property, reputation due to Agency's failure or persistent failures in providing satisfactory service to the Science City and the decision of the Science City in this regard shall be final and binding on the Agency.
27. For reasons other than mentioned in the clause above, the contract can be terminated by either party by providing clear three months notice in writing.

ARBITRATION:-

28. In case of any dispute arising out of this contract between the Science City and the Agency, the matter shall be referred to the sole arbitration of a person to be appointed by the Director General of NCSM on receipt of an official request with details of the dispute, from either the Science City or the Agency. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof and of the rules made there under for the time being in force.

Annexure – I

(Format for Declarations & Undertaking to be typed on bidder agency's letterhead and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

DECLARATION -1

This is to certify that neither we/any of us/ are/is in anyway related to any employee in the National Council of Science Museums, Kolkata, or any of its constituent units.

Date:

(Signature of the tenderer
with agency seal/rubber stamp)

Place:

DECLARATION -2

We hereby declare that we have not quoted any extra condition along with the Part-II (FINANCIAL ENVELOPE) of the e-tender.

Date:

(Signature of the tenderer with
agency seal/rubber stamp)

Place:

UNDERTAKING

This is to certify that we have carefully gone through the job requirement, terms and conditions given in the e-tender document & have clearly understood the terms & conditions of the tender and have accordingly quoted our balanced rates in conformity to minimum wages and statutory payments, after going through all the details as per Annexure – IV of E-NIT.

Further, we hereby declare that we have thoroughly inspected the premises of Science City, Kolkata and also studied the departmental estimate for providing the security, watch and ward services including the list of materials required for providing the services as enumerated in the E-NIT and submitting our rate quote sheet (Offer) considering these elements of the E-NIT.

We hereby give an undertaking that we shall provide the security, watch & ward services strictly as per the given job requirement during the period of contract.

We also undertake that the physical **EMD** instrument shall be deposited by us with the office of **Science City, payable at Kolkata** before the bid opening date. Otherwise the **Science City** shall reject the bid and debar us from further tendering in NCSM or its constituent units.

Date:

**(Signature of the tenderer with
agency seal/rubber stamp)**

Place:

Details about the museum/centre

GUIDELINES FOR SECURITY AND WATCH & WARD SERVICES AT SCIENCE CITY, KOLKATA

Science City, Kolkata, is built on a plot of 45 acres land. It has three parts – (i) Science Centre, (ii) Convention Centre (iii) Service areas and other open areas including car parking.

About Science Centre part of Science City

Science Centre part of Science City consists of – (i) Ticket Plaza, (ii) Food Plaza, (iii) Science Park & Butterfly Garden, (iv) Dynamotion building, (v) Space Odyssey, (vi) Science Exploration Hall, (vii) Maritime Centre, (viii) Nature Trail, (ix) Picnic Garden (x) Earth Exploration Hall. Science Centre remains open for visitors from 9.00 a.m. to 8.00 p.m. for all days in a year except Holi.

About Convention Centre

Convention Centre Complex consists of – (i) Main Auditorium, (ii) Mini Auditorium, (iii) Seminar Halls, (iv) Entry Plaza, (v) Outdoor exhibition ground. The Convention Centre is having a total covered area of 15,000 Sq. mtr. It has an open plaza in front of the Convention Centre. The Auditoria and Seminar halls consists of galleries, make-up rooms, VIP rooms, projection and lighting control rooms, toilet blocks, foyers etc. Basement of the Main Auditorium has AC plant room, electrical control room, VIP dining hall etc. Costly equipment, instruments, installations, furniture & fixtures have been kept all over the Auditoria and Seminar halls. Fairs of big gatherings like Mega Trade Fair, Doctors conference etc. are being organized in the outdoor exhibition ground of approx. 2.75 lakh square feet area.

The Main Auditorium, Mini Auditorium and Seminar halls are used by the outsiders for holding conference, seminars, meetings, conventions, performing arts etc. Except for daily cleaning and maintenance work, the Auditoria and Halls etc., remain closed unless they are used by the outsiders for the said purpose.

The number of days occupancy of Convention Centre during the year 2015-16 & 2016-17 is given below:-

	<u>2015-16</u>	<u>2016-17</u>
1) Main Auditorium	152	163
2) Mini Auditorium	96	99
3) Seminar halls	156	165
4) Open Ground	207	253

More than 15.50 Lakh people annually visit Science Centre area. The visitors' inflow varies from day to day and month to month. On some public holidays the daily footfall exceeds 35,000 mark. The occupancy of the Convention Centre varies from month to month. About 7.00 Lakh people per year come to Convention Centre for attending seminars, meetings, conventions, functions, performing arts, exhibitions, etc.

About service areas and other open areas

This part consists of Car Parking areas, both in North-West and Southern side of Science City, service roads, garden areas – outside ticketing zone, service areas for A.C. room, cooling towers, pumping station, water body, generator rooms, sewerage treatment plant, etc. Since these areas fall outside the ticketing zone, outsiders can get access to these areas at any time especially during the period from 9.00 a.m. to 8.00 p.m. when the main entrance gate of Science City remains open. These areas may be accessible to any intruder who may trespass inside the campus of Science City. All the vehicles entering the premises of Science City shall be thoroughly checked before their parking within the Science City premises. For this purpose the mirrors shall be used to check the vehicles from the below and side and dikes so that no unwanted materials and explosives etc. enters to the premises of Science City. Therefore, the Security guard deployed on the main gate of Science City shall be very careful and closely watch and monitor all the vehicles and their movements within the premises of Science City.

SERVICE TO BE PROVIDED BY THE AGENCY

The job requirement is to provide security and watch & ward services in respect of ensuring safety of the people, materials, equipment, installations and all properties of Science City, to keep the visitors undisturbed and unaffected from the unruly and indisciplined crowd, to maintain a conducive atmosphere for the smooth flow of visitors in Science Centre and Convention Centre including other areas/service areas within the campus of Science City.

For compliance of above job requirement and providing service, the major responsibility of agency is to ensure that the security guard shall be:

- (i) The Security Guards deployed by the agency shall behave with utmost courtesy while dealing with visitors and show proper mark of respect to the officials concerned.
- (ii) The Security Guards deployed by the agency shall assist the visitors as they arrive and leave towards good public relation gesture.
- (iii) The duty Security Guards deployed by the agency shall report for duty 15 minutes before the schedule for endorsement of attendance, briefing by security supervisor and for smooth handing / taking over formalities.
- (iv) The Security Guards deployed by the agency shall be in proper uniform with valid ID card while performing duties.
- (v) The Security Guards deployed by the agency shall be in possession of sound health, physically fitness and mentally sound to handle any challenging situation.
- (vi) The Security Guards deployed shall be conversant with basic fire fighting arrangement/ emergency evacuation drill and first aid assistance.
- (vii) The Security Guards deployed by the agency shall perform regular parade drill/ physical training in order to maintain discipline & physical fitness.
- (viii) Arrangement of periodical security training / lecture / demonstration among the deployed Security Guards to inculcate security awareness.
- (ix) The Security Guards deployed by the agency shall be conversant with operation and monitoring of all modern security gadgets.
- (x) The agency shall maintain close liaison with local Police station, fire brigade, ambulance service.
- (xi) The Security Guards deployed by the agency shall be alert, vigilant and fearless.
- (xii) The agency shall maintain arrangement for Frisking at entry to prevent sabotage and frisking at exit to prevent pilferage.
- (xiii) The Security Guards deployed by the agency for indoor duties shall ensure opening of all emergency escape doors and possession of all required keys.

Other General Requirement:

- a) Science City has IP based surveillance cameras located at vital locations including various vulnerable points in Science City which is being monitored by a large screen video wall from the Security Office as well as in the CCTV control room of Science City. A suitable trained person with minimum higher secondary pass and requisite technical qualification in computer networking, having minimum 03 years work experience in the similar field, conversant with the modern surveillance system needs to be deployed to operate, maintain and monitor the activities within the premises of the Science City through this system throughout the day and night.

The surveillance operator shall responsible for:

- (i) Monitoring of the CCTV cameras and shall be focused and observant so that wherever he witness something unusual, suspicious or questionable shall make a note of it and report to Security Supervisor for corrective measures.
- (ii) The person must be acquainted with basic trouble shooting knowledge of CCTV equipment such as network video recorders, various types of cameras etc. as well as conversant with installation and maintenance of IT peripherals and networking.
- (iii) Ensure regular backups for minimum period of 30 days and able to retrieve recorded info based on the requirement defined by the Science City authority.
- (iv) Maintain logbook for records of incidents and status of cameras on daily basis and make report to Security Supervisor.

The agency shall ensure deployment of X-Ray Baggage Scanner Operator (likely to be deployed in due course) for screening the visitors baggage / article. The deployed person shall be minimum higher secondary pass with requisite technical qualification in IT / software and minimum 03 years work experience in the similar field. The person deployed must be free from colour blindness and acquainted with X-ray properties, basic radiation safety, image analysis / detection of forbidden object and X-ray scanner fundamentals. The X-Ray Baggage Scanner Operator shall be responsible for:

- (i) Inform visitors that they shall be screened prior to entry.
 - (ii) Direct visitors to place baggage or other container onto X-ray device, actuate device controls and monitors screen to detect forbidden articles.
 - (iii) Request visitors to open baggage when X-ray shows questionable contents. Notify guard if forbidden articles are detected.
 - (iv) Return baggage to individual if no forbidden articles are detected.
 - (v) Maintain logbook for records of detection of forbidden articles and health status of the machine on daily basis and make report to Security Supervisor.
- b) The Security Guards deployed by the agency shall ensure that there is no unattended object inside the Science City including the galleries. In case any such object is found the same should be brought to the notice of the Security & Maintenance Officer (SMO/Duty Office)/Senior Officers available immediately.
- c) The auditorium, seminar halls and such other place within the premises of the Science City are to be thoroughly checked before and after every show/programme and necessary records have to be maintained.

- d) Visitors to the galleries should not be allowed to carry bags, water bottles and other luggage except for the handbags, moneybags and mobile phones.
- e) Visitors desirous of meeting any officer to the Science City may be allowed entry only after a confirmation is obtained from the concerned officer and his particulars are entered in a register. Each visitor will be issued a visitor's pass, which shall be returned to the security guard, duly signed by the officer concerned, before they leave the premises.
- f) The personnel deployed by housekeeping Agency and all other contractors and casual workers should be subjected to strict security check while entry and exist to Science City by the security Guards.
- g) The Security Guards deployed by the Agency should be trained in operation of the fire fighting equipment of Science City. The trained persons should be well conversant with the type of equipment to be used for a particular type of fire.
- h) The Security Guards deployed by the Agency are to carry out thorough search at strategic points in galleries, auditoria, conference rooms etc. periodically.
- i) No stores/materials should be brought inside the Science City campus without specific challan/invoice. In addition, the Security Guards deployed by the Agency shall obtain a confirmation from the Concerned Officer or in his absence from the section, before allowing the materials to be taken to the stores.
- j) No materials shall be allowed to be taken out of the Science City premises unless there is a valid gate pass issued by an authorized signatory. Even so, the materials being taken out should be checked with reference to the details mentioned in the gate pass to be sure that there is no discrepancy.
- k) The officials of CESC shall be given access to their power station inside the Science City at any point of time through the Gate No.1 of Science City.
- l) Necessary arrangement shall be made for the protection of pedestal gate of the E.M. Bypass (Paroma Island side).

Location/area wise security services required to be provided are given below. However, mere meeting of these job requirements will not absolved the Agency from their obligation for the safety of the materials, equipment, installations and all properties of Science City.

LOCATION/AREA WISE JOB REQUIREMENT

1. Main Entrance Gate on the North-East of Science City and the adjoining area and the Taxi Stand

This gate must be kept open from 8.30 A.M. to 8.00 P.M. for the incoming of persons, materials and vehicles. It may be required to operate this gate beyond the said hours if required by the authority of Science City. Also it must be ensured that all the taxies are parked at the specific stand only and no taxi driver creates any sort of nuisance. In addition, major requirements are:-

- (i) Ensure 100% frisking of visitor's luggage using handheld metal detector.
- (ii) Ensure 100% cabin search / front bottom search of visitor's vehicle using under vehicle search mirror.

- (iii) Guide visitors vehicle towards paid parking zone.
- (iv) Inform Security supervisor in case of any V.I.P movement.
- (iv) Any notice of untoward incident / accident / abnormalities must be reported to security supervisor / Science City authority immediately.
- (v) Ensure passage clearance of the road approaching the gate for smooth entry of vehicles.
- (vi) Guide the visitors to the reception / ticket counters for parking / ticketing / timing related queries.
- (viii) Ensure no vehicle should exit through this gate.
- (ix) Be vigilant and in the state of alertness during silent hours.

2. Exit Gate at the North-West Corner of Science City

This gate is used for the exit of vehicles and people and must be manned during the period from 9.00 A.M. to 8.30 P.M. It may be required to allow the exit of vehicles and people beyond the said hour if required. In addition, major requirements are:-

- (i) 100% verification of parking ticket of the visitor's vehicle before their exit.
- (ii) Inform Security supervisor in case of any V.I.P movement.
- (iii) Any notice of untoward incident / accident / abnormalities must be reported to the higher authority / security supervisor immediately.
- (iv) Ensure passage clearance of the road approaching the gate for smooth exit of the vehicles.
- (iv) Guide the visitors to the reception / ticket counters for parking / ticketing / timing related queries.
- (v) Ensure no vehicle should enter through this gate
- (vi) Be vigilant and in the state of alertness during silent hours.

3. Ticket Plaza

It shall be ensured that 'queue of the visitors' for buying the tickets from the counters are properly maintained. No one excepting the officials of Science City shall be allowed to enter into Science Centre without buying valid entry tickets unless he or she is specially permitted to enter into by the competent authority of Science City. A portion of this area is used as 'Exit Gate' for visitors and other.

All the visitor's belongings including their bags etc. shall be kept in the Clock Room within the Security Office of Science City. And a token to this effect shall be issued to them.

All the visitors are required to be checked thoroughly and the metal detector i.e. door type and the hand held detectors shall be used for checking and frisking of the visitors before their entry to the Science City. No plastic bags shall be allowed to be carried by the visitors inside the ticketing zone of Science City as Science City has been declared as "No Plastic Zone".

Entire area between the Northern gates and the Ticket Plaza including the garden area adjacent to water body must be conducive for the smooth movement of people and vehicles, and it must be ensured that no indecent and unwanted activities are carried out by any unscrupulous people inside the garden. In addition, major requirements are:-

- (i) Ensure 100% manual frisking of visitor's by using hand held metal detectors / Door Frame metal detectors at the entry point.
- (ii) Prohibit entry of forbidden articles (e.g. explosive, weapon, sharp object, liquor, plastic etc) at Science centre

- (iii) In case of possession of huge luggage (except food items) by the visitors, direct them towards cloakroom for deposition of the same.
- (iv) Inform Security supervisor in case of any V.I.P movement.
- (v) Any notice of untoward incident / accident / abnormalities must be reported to the higher authority / security supervisor immediately.
- (vi) Guide the visitors to reception / ticket counter for ticketing / timing / gallery related queries.
- (vii) The Security Guards deployed shall behave with utmost courtesy while dealing with visitors.
- (viii) In case of any group entry, allow only one person from the group to the ticket counter for completing the ticketing formalities.

4. Entire open area beyond the ticket plaza and inside the ticketing zone including the entire Science Park, pathways, aviaries, butterfly garden, fruit garden etc.

It must be ensured that the garden exhibits, aviaries, butterfly garden and trees & plants etc. are protected from any damage by any unruly visitor.

5. Dynamotion building

The building remains open for visitors from 9.00 A.M. to 8.00 P.M. It may remain open beyond the said timing for repairing, maintenance and cleaning jobs. Smooth movement of visitors in the entire building must be ensured. Apart from protecting the exhibits, equipment, installations, etc. from any loss, pilferage and damage due to mishandling of the exhibits by the visitors etc. following things are to be ensured:

- i) Smooth entry and exit to the Dynamotion gallery
- ii) Stopping any unauthorized entry of persons
- iii) Maintaining of queues for entering into S.O.S and lift.
- iv) Proper seating arrangements inside the S.O.S
- v) Smooth visitor's management / crowd management & protection of exhibits from damage by unruly visitors
- vi) Ensure opening of all emergency escape doors and possession of all required keys.

6. Space Odyssey building

The building remains open for visitors from 9.00 A.M. to 8.00 P.M. It may remain open beyond the said timing for repairing, maintenance and cleaning jobs. Apart from protecting all the materials, equipment, installations, furniture & fittings and any other valuable from any loss, damage, theft, etc. following things are to be ensured :-

- i) Frisking of visitors at the entry point using Door frame / hand Held metal detectors.
- ii) Smooth entry and exit to the Space Theatre, 3D theatre and Time Machine;
- iii) Stopping any unauthorized entry of persons;
- iv) Proper seating arrangements inside the Space Theatre hall & 3D theatre
- v) Maintaining of queues for entering into Space Theatre hall, 3D theatre and Time machine;
- vi) Smooth visitor's management / crowd management & protection of exhibits from damage by unruly visitors at Mirror magic and 1st floor of space odyssey gallery.
- vii) Ensure opening of all emergency escape doors and possession of all required keys during visiting hours.

7. Earth Exploration Hall

The building remains open for visitors from 9.00 A.M. to 8.00 P.M. It may remain open beyond the said timing for repairing, maintenance and cleaning jobs. Apart from protecting all the materials, equipment, installations, furniture & fittings and any other valuable from any loss, damage, theft, etc. following things are to be ensured :-

- i) Smooth entry and exit to the Earth Exploration hall;
- ii) Stopping any unauthorized entry of persons;
- iii) Maintaining of queues for entering into Earth Exploration Hall;
- iv) Protecting the exhibits, installations, furniture & fittings and any other valuable from loss, pilferage and damage by unruly visitors
- v) Ensure opening of all emergency escape doors and possession of all required keys during visiting hours.

8. Science Exploration Hall

Science Exploration Hall comprising of Evolution of Life – Dark Ride in the ground floor, Science & Technology Heritage gallery in the 1st floor and 3D Panorama Hall on the 2nd floor is open for visitors from 9.00 a.m. to 8.00 p.m. It shall be ensured that ‘queue of the visitors’ for buying the tickets from the ticket counters are properly maintained. No one excepting the officials of Science City shall be allowed to enter into Science Exploration Hall without buying valid entry tickets unless he or she is specially permitted to enter into by the competent authority of Science City. It may remain open beyond the said timing for repairing, maintenance and cleaning jobs. Apart from protecting all the materials, equipment, installations, furniture & fittings and any other valuable from any loss, damage, theft, etc. following things are to be ensured :-

- i) Smooth entry and exit to the Dark ride, Panorama and exhibition gallery
- ii) Stopping any unauthorized entry of persons;
- iii) Maintaining of queues for entering into dark ride and Panorama
- iv) Smooth visitor’s management & protection of exhibits from damage by unruly visitors at Dark ride, panorama and exhibition gallery.
- v) Ensure opening of all emergency escape doors and possession of all required keys during visiting hours.
- vi) Proper standing arrangement inside the Panorama Hall.
- vii) Proper sitting arrangement in the Dark ride.

9. Maritime Centre

The building remains open for visitors from 9.00 A.M. to 8.00 P.M. It may remain open beyond the said timing for repairing, maintenance and cleaning jobs. Apart from protecting all the exhibits, machines, equipments, installations, furniture & fittings and any other valuables from any loss, damage, theft, etc. following things are to be ensured :-

- i) Smooth entry and exit of the visitors;
- ii) Stopping any unauthorized entry of persons/visitors;
- iii) Protection of exhibits from loss, pilferage and damage by unruly visitors

10. Main Auditorium, Mini Auditorium, Seminar halls including its lobbies:-

Auditoria and Seminar halls remain closed and are kept under lock and key except for regular cleaning, maintenance & repairing, and unless they are used by outsiders for seminars, meetings, conventions, performing arts, etc. on prior booking of the facilities. When the facilities are put to such uses, it is required to be ensured that the items, equipment, furniture & fixtures and fittings thereof are not mishandled or misused and the Convention Centre facilities are used properly and in a decent way. Apart from protecting all the machines, equipment, installations, furniture & fittings and any other valuables from any loss, damage, theft, etc. following things are to be ensured :-

- i) Smooth entry and exit of the visitors
- ii) 100% frisking of visitors at the entry point of Convention Centre / Main Auditorium / Mini Auditorium / Seminal hall using Door frame / hand Held meta metal detectors.
- iii) No outside foods are allowed inside the Main Auditorium / Mini Auditorium / Seminal hall.
- iv) Maintaining of queues for entering into Main Auditorium / Mini Auditorium / Seminal hall.
- v) To ensure opening of all emergency escape doors and possession of all required keys during ongoing programme.
- vi) To ensure safeguarding of V.I.P room and back stage of Main / Mini Auditorium.

Check all machines, installations, equipments, fittings & furniture's for any damages during / on completion of the programme and make status report to the Science City authority.

Special measures are required to be taken for strong contingent on special functions & during the fairs in the open exhibition ground adjacent to Convention Centre Complex of Science City.

11. AC Plant Room, Electrical Control Room and other places in the basement of Main Auditorium, not mentioned herein above:-

Only the authorized persons are required to be given access to these areas for regular operation or for any emergency repair or maintenance at any point of time. Safety of the plants and equipment against any loss due to any theft, burglaries or sabotage etc. shall be ensured.

12. Convention Centre Plaza:-

It should be ensured that no unauthorized person enters into the Plaza and the Convention Centre complex.

13. Gate at the South-East side of Science City:-

This gate remains closed and kept under lock and key. As and when required this gate shall be opened for entry and exit of vehicles and people on the instruction of the official(s) of Science City duly authorized for the purpose.

14. Car parking area

The car parking remain open as per opening and closing schedule of Science City. It may be required to open beyond the said hours. following things are to be ensured :-

- i) Ensure 100% cabin search / rear bottom search of visitor's vehicle by using under vehicle search mirror before entry inside the parking zone.
- ii) Guide the driver / visitor for proper utilization of car parking area.
- iii) Ensure only visitor's vehicles are parked in the fee parking zone and do not allow any unauthorized parking.
- iv) Inform Security supervisor in case of any V.I.P movement.
- v) Any notice of untoward incident / accident / abnormalities must be reported to the security supervisor immediately.
- vi) Ensure passage clearance of the road approaching the entry gate of fee car parking zone towards smooth movement of the vehicles.
- vii) Guide the visitors to the ticket counters / reception counters for parking / ticketing / timing related queries.
- viii) In case of an abandoned without its driver is noticed in the parking area then it will be reported to the Security Supervisor/SMO/Duty Officer of Science City immediately.

15. Total perimeter including service road

Round the clock surveillance of total perimeter of the campus including service road and area adjacent to western side water body. Following things are to be ensured:-

- i) Ensure perimeter control and no intruder shall enter Science City by crossing the perimeter during day and night.
- ii) Any notice of untoward incident / accident / abnormalities must be reported to the security supervisor immediately.
- iii) Ensure road clearance and maintain no parking zone in the service road.
- iv) Guide the visitors for parking / ticketing / timing related queries gently.
- v) Be vigilant and in the state of alertness during silent hours.

16. Security Office:

Security Office shall be manned by a Security Supervisor on 24X7 basis and shall be responsible for the following:-

- i) Allotment of duties, deployment and turnout of Security Guards in their respective shift.
- ii) Verification / authentication of inward / outward movement of stores.
- iii) Periodic rounds and inspection of all duty post, buildings and perimeter of Science City during day and night.
- iv) Issue of temporary passes to casual workers / vendors duly approved by the competent authority.
- v) Monitor attendance of all contractual / casual workers.
- vi) Visitors management, crowd management and visitors handling in a smooth and efficient manner
- vii) Ensure frisking of visitors and vehicles check at designated points.
- viii) Maintain all requisite documents / register related to attendance, materials movement, issue of temporary pass, lost and found etc.

- (ix) Competent to handle any untoward incident / fire and emergency situation / disaster situation.
- (x) `Responsible for recording and transmitting internal and external messages to the officials concerned.
- (xi) Ensure basic maintenance and daily charging of portable security gadgets.
- (xii) Ensure smooth functioning of cloakroom.

-XXXXXX-

Annexure III

Distribution and deployment of Security Guards within the Science City premises

SL. No	Name of the Building / Area	No of Security Guards/day
1	Convention Centre {(Main Auditorium including basement with both side entry, back stage, V.I.P room, main entry gate, service gate & open area) Mini Auditorium / Seminar Hall)}	11
2	Ropeway entry	01
3	Front Car parking area	02
4	Gate No. 1	03
5	Gate No. 2	03
6	Gate No. 3	03
7	Main Ticket Counter	08
8	Space Odyssey Building	09
9	Dynamotion Building	05
10	Science Exploration Hall	08
11	Maritime Centre	02
12	Earth Exploration Hall	03
13	Scenic Way, staff car park, Canteen & office garage	01
14	Science Park area	01
15	Western side pump, cooling tower area & service road	01
16	Picnic Garden gate, Rear side car parking, Road train Road beside the SEH building	02
17	Security Supervisor	03
18	CCTV operator	01
	Grand Total	67

Annexure – IV

Departmental Model calculation of financial implication per annum considering minimum wages and other statutory payments applicable for central government organizations for Security , Watch and Ward Services in Science City, Kolkata(Considering Revision of Minimum Wages on enhancement of VDA w.e.f. 01.04.2018)				
Revised Minimum wage @ Rs.693/- and 637/- and Revised VDA @Rs. 39/- & Rs. 36/- per day for Security Supervisor and other personnel such as Security Guards and Surveillance Personnel.				
S. No.	Description	Security Supervisor	Surveillance Personnel	Security Guard
A	Basic Wages (@ Rs. 693 for Sec. Supervisor and 637for Sec. Guards and Sur. Personnel)	693.00	637.00	637.00
	VDA (@ Rs. 39/- for Sec. Supervisor and Rs.36/- for Sec. Guards and Sur. Personnel)	39.00	36.00	36.00
	Minimum wage	732.00	673.00	673.00
	EPF @ 13.15% on Minimum wage subject to maximum of Ceiling of Rs.15000/- per month (Rs.15000/- X 12)/365 X 13.15%	64.84	64.84	64.84
	ESI @ 4.75% on minimum wages (Rs.710/- X 4.75% and Rs. 653/- X4.75%)	34.77	31.96	31.96
	Bonus @ 8.33% of basic wage or ceiling of Rs.7000/- whichever is higher	57.73	50.06	50.06
	National Holidays (for 3 days)	6.02	5.53	5.53
	Rate of wages per man day following minimum wages and other statutory payments))	895.36	825.39	825.39
	Rate as per minimum wage and other statutory payments for 26 days	23,279.36	21,460.14	21,460.14
	Reliever charges (1/6th) for Weekly off	3,879.89	3,576.69	3,576.69
	Total per month as per minimum wage and other statutory payments	27,159.25	25,036.83	25,036.83
	Present personnel considered for deployment	3	1	63
	Rate per month for supervisors (3 nos.)			81,477.75
	Rate per month for security Guards (63 nos.)			1,577,320.29
	Rate per month for Sur. Personnel (1 No.)			25,036.83
	Total outlay per month			1,683, 834.87
	Total financial implication for 365 days in a year (12 months)			20,206,018.40
	Add applicable GST @ 18% (CGST @ 9% + SGST @ 9%) at present			3,637,083.30
	Net Financial implication for one year following Minimum wage and applicable GST (@ 18% at present)			23,843,101.70
	B	Administrative Expenditure and profit of the agency for due performance of the services/Contract @Rs..... Per month X 12 months		
	Add applicable GST @ 18% (CGST @ 9% + SGST @ 9%) at present			
A+B	Gross Financial implication for due performance of the services following minimum wages and other statutory payments, Administrative Expenditure and profit of the agency and GST as applicable (at present @ 18%)=Total A + Total B			

SCIENCE CITY
(National Council of Science Museums)
J.B.S. Haldane Avenue
Kolkata – 700 046

INFORMATION IN RESPECT OF THE BIDDER

(All information should be given in the following format with complete details)

1. Name of the Agency
2. Registration of Agency
3. Permanent address (full)

4. Telephone/Fax No. Office

After Office hours

Mobile No

E-Mail ID

Website
5. Date of Establishment:
6. Type of Agency (proprietorship
/Partnership/Ltd.company
/other)(relevant documentary
evidence to be attached)
7. Business done by the agency in last
five years with year-to-year break-
up and annual value of single
largest contract.
(documentary evidence to be
attached)
8. Proof of financial status of the
Company indicating total annual
Turnover (Audited report may be
submitted for last three years)
9. Bank solvency Certificate
(Attach Certificate)
10. GST Registration
No. (Attach copy)

: 2 ::

11. Income Tax PAN No.
(Copy of card to be attached)
12. TIN Registration Number
(Attach copy)
13. Details of Trade License issued by
the competent authority
(Attach copy)
14. Please indicate if any Court Case/
Arbitration proceeding is pending
against the agency, if so details
thereof and the outcome may please
be mentioned

Certified that the information furnished above are true to the best of my/our knowledge. It is hereby declare that we shall abide by the decision of Science City, Kolkata for participation in e-tendering process.

Signature with date & seal of the
Proprietor/Partner/Director/C.E.O.

Place:

Date :

1. Enclosure may be used if the space is found inadequate

A G R E E M E N T

The Articles of Agreement made at Kolkata this **day of** between **Science City, J.B.S Haldane Avenue, Kolkata-700046**, a unit of National Council of Science Museums (NCSM), a society registered under the Societies' Registration Act of West Bengal, 1961, having its office at **Sector-V, Block-GN, Bidhanagar, Kolkata-700091** (hereinafter referred to as Science City, which expression shall unless repugnant to the context, mean and include its successors, executors, administrators and assigns) **ON THE ONE PART.**

And

....., (hereinafter referred to as the Agency, which expression shall unless repugnant to the context, mean and include their respective heirs, executors, administrators, legal representatives and assigns) **ON THE OTHER PART.**

WHEREAS Science City is desirous of getting the Visitors' service by way of "Security, Watch & Ward Services of the premises of Science City, Kolkata and issued an e-tender with detailed scope of work describing the services and conditions of contract as at Annexure-II which shall be an integral part of contract.

AND WHEREAS the financial bid made by the said Agency in response to the said e-NIT has been accepted as the most competitive and accordingly, a Letter of Intent (which forms part of this agreement) was issued to the Agency vide letter of intent No. SCCY-..... dated

NOW THEREFORE, it is hereby agreed and declared by and between the parties hereto as follows:-

1. Science City remains open daily from 9.00 AM to 8.00 PM on all the 364 days in a year (except Holi/Dol) and the agency has to provide required uninterrupted service throughout the year. Hence, it is essential to keep adequate reserve manpower for replacing their personnel during their weekly off/leave etc.
2. The Agency shall ensure that all statutory wages and allied benefits like P.F., Bonus, ESIC etc., as are prescribed by the Government of India from time to time, are paid to personnel deployed for the purpose of this contract. The Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Government of India for this purpose and shall also remain liable for any contravention thereof. The Agency shall have to abide by the minimum wage legislations and must pay minimum wage as per law to the personnel deployed by them in the campus of the Science City for the purpose of this contract at any time in the premises of the Science City.

Bonus shall be paid once in a year by the Agency and subsequently it will be submitted as the reimbursement claim supported with muster roll authenticating its disbursement.

3. The Agency shall quote their rates based on the rates of Minimum Wage, applicable as per Govt. of India only. The Agency shall submit the proof of having deposited the amount of contributions *claimed by them on account of ESI and EPF towards the persons deployed at the Science City in their respective names each month while submitting their GST compliant bills for the subsequent month. In case the Agency fails to do so, their bills will be withheld till submission of required supporting documents. Copies of the quarterly, half yearly and annual returns of GST, ESI, EPF and Professional Tax shall be submitted after its submission of the concerned authority.*
4. The Agency shall pay wages to the personnel deployed by them through the respective Bank Account latest by the 7th of every month and shall produce copy of the Acquaintance Roll and bank statement every month along with their bill.
5. The Agency shall maintain good liaison with local Police Station, Traffic Guard and Fire Brigade Authority for any law and order and unforeseen situation related assistance from them. In case of any theft, loss of assets and/or disturbance adversely affecting security etc., to the Science City, the entire responsibility for recovery and legal actions starting with lodging of F.I.R with local police in consultation with the authorities of Science City, upto the final recovery stage etc. will lie with the Agency.
6. A security deposit of minimum one tenth of the annual value of contract, subject to a maximum of ₹15,00,000/- (Rupees Fifteen Lakhs) payable in the form of a demand draft/pay order draw in favour of Science City is payable at Kolkata is to be deposited by the Agency to cover risk or any loss **caused to the Science City due to fraud, theft, pilferage etc. The responsibilities for where are attributable, directly or otherwise, due to the negligence or inefficiency on the part of the Agency or their employees, or any breach of contract of whatsoever nature or form on the part of the Agency.** In the event of any such occurrence and or breach of contract, the amount of compensation, as assessed by the Science City, shall be recovered either form the bill for monthly service charges due to the Agency or from their security deposit, at the discretion of the competent authority of Science City.
7. During the period of this contract, the Agency shall provide proper and adequate service and perform their duties diligently, honestly and to the entire satisfaction of the Science City. The Agency shall constantly keep in touch with the Science City regarding their security services and abide by all instructions and directives issued by the authority of the Science City in this regard.

The Agency shall give or provide all necessary superintendence during the execution of the security, watch and ward related assignment for proper fulfilling of their obligation under the contract.

8. The Agency shall maintain all relevant registers in the premises of the Science City which may have to be presented for inspection by the concerned Labour Authorities. The Agency shall also put up a notice board displaying the minimum wages prescribed by the Government of India from time to time.
9. The Agency shall ensure compliance of all Acts, Rules and statutory orders in force with regard to deployment of their staff in the premises of the Science City for the purpose of this contract and shall keep the Science City indemnified against any liabilities arising out of non-compliance of any of the Acts, Rules or Orders on their part.

10. The Agency shall not deploy any security guards above 60 years of age for performing security duties in the Science City. All the male security guards including the security supervisor(s) deployed in the Science City shall have minimum qualification SSLC and preferable be Ex-Servicemen, Ex-Paramilitary Forces shape-I medical category at the time of discharge from Armed Forces/Paramilitary Forces with character assessed as exemplary/very good. All the female Security Guards shall have minimum qualification of SSLC. In this regard, Agency shall submit annual return to the Science City authority in respect of age/Date of Birth, medical fitness of their deployed security personnel. The person(s) found medically unfit/physically deteriorated from the specified standard at any point of time will not be allowed to perform duties and the Agency will be responsible to replace such person within 24 hours.
11. The Agency shall make periodical Police verification of the particulars of their employees and issue proper identity cards to those employees who are deployed by them at any point of time for the purpose of this contract in order to facilitate verification of their identity by the Science City. They shall always wear the identity card while inside the premises of the Science City.
12. The Agency shall be liable to comply with directions of the Science City to remove within 24 hours of receipt of such direction, any member of their staff deployed for the purpose of this contract and shall make immediate necessary alternative arraignments to ensure proper and adequate services.
13. All security personnel deployed by the Agency in the Science City, shall be in proper uniform. The Agency shall at their cost supply uniform including cap, shoes, shocks, belt, badges, name tally, raincoats and woollen clothings, for their made/female personnel including Surveillance Operator. The Agency shall also supply at their cost sticks, torches, batteries, whistles and other equipments, consumables and other stationary items, required for carrying out the services as per contract.
14. The Agency on completion of the specified terms of contract or on termination of the contract shall peacefully vacate the premises of the Science City and remove all their persons and materials from the campus after handing over the charge to the new Agency.
15. The Agency shall be responsible for observance and compliance of different industrial laws as in force and they shall ensure that no demonstration/agitation of any kind takes place inside or near the premises of the Science City by security personnel engaged by the Agency.
16. The Science City shall have no responsibility for providing living accommodation to the personnel deployed by the Agency.
17. The area and scope of services shall be as per the requirement of the Science City from time to time. Any extra security related services arising out of special programme or exigencies and beyond the scope of this agreement, shall be negotiated separately by a duly constituted committee. The Agency shall provide the necessary extra manpower corresponding to the requirement of services immediately for which advance intimation would be given by the Science City.
18. The Science City shall pay to the Agency nothing more than the amount as may be due under the contract terms.

19. The Agency shall ensure/impart training/conduct mock-drill with their personnel deployed in connection with this contract, on issue such as conduct in public, physical fitness, operation of modern security gadgets, frisking, vehicle check, fire-fighting, emergency evacuation, disaster management, periodical outdoor/indoor institutional training and such other security measures as are essentially required in a public place like Science City. A schedule for such training shall be submitted each month to the Science City by the Agency and shall be strictly implemented in the presence of Science City authorities. A log book of such training imparted along with names of personnel shall be maintained and shall be made available for inspection by Science City authorities as and when demanded. In this regard, Agency must deploy one Field Officer preferably Ex-Serviceman/Ex-Paramilitary forces to ensure/impart training in connection with the Contract.

The nominated Field Officer must carry out day checking and night surprise checking during silent hours on forth nightly basis and submit status report to the Science City along with schedule of training each month.

20. The payment shall be made through e-payment on monthly basis within 30 days from the date of submission of the proper and pre-receipted GST compliant bill, duly certified by the authorized representative of Science City. In case of the Agency's failure to provide requisite services on particular day/days, proportionate deduction shall be made from the bill.
21. The Science City shall reimburse the amount of Goods and Service Tax (GST) as applicable and paid by the Agency to the authorities on account of services rendered by them to the Science City. The reimbursement shall be admissible on production of proof of deposit i.e. copy of challan by the Agency.
22. Income tax will be deducted at the prescribed rate from the monthly bill of the Agency and the same would be deposited with the Income Tax Authority by the Science City.
23. In the event of any deficiency in the security service rendered by the Agency, any time during the currency of the contract, the Science City shall impose a suitable penalty which may be recovered from the monthly bill(s) of the Agency. The decision of the Science City shall be binding of the Agency.
24. In the beginning, the contract shall be on a trial basis for three months only, and thereafter, it would be extended for a further period of nine months, if the services are found to be satisfactory during the trial period of the Agency. The contract may be renewed at the discretion of Science City on year-to-year basis for a maximum period of three years, including the trial period. However, in the event of such renewal of the Contract each year, the Service charges of the Agency shall not be revised. But the liability due to revision of minimum wages and statutory duties & taxes from time to time, shall only be considered for revision.
25. The contract can be terminated by Science City at any time without notice in the event of gross security risk or gross damage to Science City's property due to agencies' failure or persistent failures of the Agency in providing satisfactory service to the Science City and the decision of Science City in this regard shall be final and binding on the agency.
26. **For reasons other than mentioned in the clause above, the contract can be terminated by either side by providing clear three months' notice in writing.**
27. In case of any dispute arising out of this contract between the Science City and the Agency, the matter shall be referred to the sole arbitration of a person to be appointed by

the Director General of NCSM on receipt of an official request with details of the dispute, from either the Science City or the Agency. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof and of the rules made there under for the time being in force.

In witness whereof the parties hereto have set their respective hands the day and the year and the place hereinabove written:

Signed by for and on behalf of the Science City:-

In presence of 1) _____
2) _____

Signed by for and on behalf of the said M/s..... , by
the authorized signatory:-

In presence of 1) _____
2) _____

Annexure - VII

Certified that the agency or any of its partners/Director have not been blacklisted/debarred by any of the Govt. agencies or department or have not been found guilty of commission of acts of moral turpitude or convicted for any economic/criminal offence nor have committed any malpractice or fraud or violation of any labour laws etc. by any Court or any PF/ESI authorities.

It is further certified that the agency has not been terminated by any of the Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public sector Bank or local bodies/Municipalities during past three years on violation of loss or deficiency of service or breach of contract.

Date:

**(Signature of the tenderer With
agency seal /rubber stamp)**

Place:

Annexure - VIII

Certified that the agency has undertaken the services of similar jobs of Security, Watch and Ward services at the following Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public sector Bank or local bodies/Municipalities during last five years:

Sl.No.	Name of the Office	Details of Service	Duration of contract	Contract Value
a)				
b)				
c)				
d)				
e)				

Date:

(Signature of the tenderer
With agency seal /rubber stamp)

Place:

Tender Inviting Authority: Director, Science City, Kolkata

Name of Work: Security, Watch and Ward Services in Science City, JBS Haldane Avenue, Kolkata - 700046

Contract No: SCCY-13023/S & W/ 2018

Name of the Bidder/ Bidding Firm / Company :							
PRICE SCHEDULE							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER #	TEXT #	NUMBER	NUMBER #	TEXT	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	Other Taxes If any (GST @ 18.00%, CGST @ 9% + SGST @9%) in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	6	7	12	15	16	17
1	Annual Composite Service Charges for Security Watch and Ward services in Science City, JBS Haldane Avenue, Kolkata - 700046 as per job requirement indicated in Annexure-II and required number of security personnel mentioned at Annexure -III of the e-NIT.						
1.01	Composite Annual Service Charges (for total 67 security personnel -3 Security Supervisors, 63 Security Guards and one Surveillance Personnel) following minimum wages and other statutory payments applicable to Central Government Organisations excluding Agency's administrative expenditure and profit and GST as applicable (@18% at present) as per Annexure -IV to the e-NIT	23843101.70		18.00	0.00	0.00	INR Zero Only
1.02	Rate for deployment of additional security personnel (Security Guards/Surveillance Personnel/X-ray baggage scanner) for 8 hours per day following minimum wages and applicable statutory payment. (As per Annexure -IV to e- NIT)	704.96		18.00	0.00	0.00	INR Zero Only
1.03	Agency's chargestowards administrative expenditure and profit per annum as per annexure -IV to the e-NIT	0.00		18.00	0.00	0.00	INR Zero Only
Total in Figures					0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only					