

BID DOCUMENT
Open Competitive Bid (OCB)
E-Procurement

For

**Selection of Service Provider for providing
Security Services at
RGUKT Ongole Campus**

Proprietary & Confidential



RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
RGUKT Ongole Campus,
Santhanuthalapadu(V&M), Ongole-523225
Phone No: 08588-283687

Proprietary & Confidential

No part of this document can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of the RGUKT-AP, except to the extent required for submitting bid and no more.

News paper advertisement

E-Procurement Tender Notice



**Rajiv Gandhi University of Knowledge
Technologies
Ongole Campus
Santhanuthalapadu(V&M), Ongole-523225**

Tender Notice

Date:

Online tenders are hereby invited through e-procurement portal towards:

1. Providing of Housekeeping Services on Outsourcing Basis through Agency.
2. Selection of Service Provider for providing Outsourcing Manpower.
3. Providing of Security Services on Out Sourcing Basis through Agency.

For further details please visit website <https://rguktong.ac.in/instituteinfo.php?data=tenders>,
<https://www.apecurement.gov.in>

Sd/-
Administrative Officer

Section - I
Tender Call notice
Time schedule of various tender related events

| | |
|--|---|
| Bid calling date | 29.01.2026 |
| Tender processing fee (Non-refundable) | Rs.50,000/- (Rupees Fifty thousand only) (By way of online payment) |
| EMD | Rs.3,25,000/- (Rupees: Three Lakhs Twenty-Five Thousand) (by the way of online payment for which No interest will be payable). |
| The Institute will consider only the bids submitted through online E-procurement platform i.e. http://tender.apecurement.gov.in . | |
| Bid Documents Downloading Start date | 02.02.2026 – 07:00 PM |
| Pre-Bid Meeting | 09.02.2026 – 11:00 AM |
| Bid Document Downloading End Date | 18.02.2026 – 12:00 PM |
| Last date for uploading documents online | 18.02.2026 – 12:00 PM |
| Last date for Submission of documents (hard copies) | 23.02.2026 – 02:00 PM |
| Technical Bid opening date/time | 25.02.2026 – 02:00 PM |
| Price Bid opening date/time | 25.02.2026 – 04:00 PM |
| Contact person | Administrative Officer, RGUKT-Ongole |

Note: The dates stipulated above are firm and under no circumstances will they be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: contact@vupadhi.com, Phone: 08588-283602, 283603

CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on ao@rguktong.ac.in on or before ~~16.03.2021~~. Queries received via any mode other than e-mail mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

| S. No. | Page No. (Tender Ref.) | Clause (Tender Ref.) | Description (Tender Ref.) | Query |
|--------|---------------------------|-------------------------|------------------------------|-------|
| | | | | |

- ii. The addendum/corrigendum if any shall be published on RGUKT-AP website i.e. www.rgukt.in, www.rguktong.ac.in as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments issued if any.

INVITATION FOR BIDS:-

1. Bids are invited on the e-procurement platform from the Registered contractors/Service Providers for providing Security Services at RGUKT Ongole campuses located at Ongole, santhanuthalapadu, Prakasam District, Andhra Pradesh. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform and of Government of Andhra Pradesh, i.e. <http://tender.apecurement.gov.in> .
2. In-order to participate in the tender, bidders has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, bidders will be provided with a user id and password by the system, through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in this tender document.
3. The participating bidder/s will have to pay non-refundable tender processing fee Rs.50,000/- in the form of online payment.
4. The bidder/s shall furnish, as part of the bid, the Bid security (EMD) for the amounts specified in the Tender Document.

5. After uploading the documents, the copies of the uploaded documents of technical bid along with the proof of online EMD payment) should be submitted offline to Administrative Officer, RGUKT Ongole by 04.00PM of 30.09.2025. No physical submission of the financial bid will be accepted. RGUKT will consider only the bids submitted through on-line over the copies of the paper based bids.
6. The RGUKT, Ongole will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT-AP was found poor and against whom there have been adverse reports of Poor Service, as defined in the other parts of the Bidding document.
7. The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.
8. For any clarification and further details on the above tender please contact Telephone No: 08588-283602, 283603, 7670905568 or Email: ao@rguktong.ac.in, purchasedept@rguktong.ac.in.

Sd/-
Administrative Officer(i/c)

SECTION-II
STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

| Item | Description |
|--|---|
| Bid Document fee (Nonrefundable) | Rs. 50,000/- (By way of online payment) |
| EMD | Rs.3,25,000/- (Rupees: Three Lakhs Twenty-Five Thousand only) (by way of online payment for which No interest will be payable). |
| Bid Validity Period | 180 days from the date of opening of commercial bid |
| EMD Validity Period | 180 days from the date of opening of commercial bid |
| Contract Agreement | The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years. |
| Period for signing the order Acceptance | Within 7 days from the date of receipt of notification of award |
| No. of Security Points | 10 locations/nodal points for Each Shift (Total Three Shifts per day) Total Security Guards = 81 Nos.(46 males & 35 females) Supervisor= 9 Nos(7 males & 2 females) |
| Performance security Deposit value | (i). The Successful bidder has to submit 5% of annual contract value as performance security in the form of Demand Draft from in favor of "The Director, RGUKT Ongole payable at SBI Ongole" before awarding the contract. The performance security amount shall be refunded to the selected bidder without any interest within two month from the completion of contract period. |
| Period for furnishing performance Security | Within 7days from date of receipt of award |
| Performance security validity period | 60 days beyond contract period |
| Payment terms | Monthly payment will be released based on the day wise biometric attendance particulars and performance certificate certified by the concerned authorities. |

SECTION-III

TENDER SCHEDULE

A. PREAMBLE

The Government of Andhra Pradesh has established Rajiv Gandhi University of Knowledge Technologies (RGUKT) in 2008 to cater to the educational needs of the meritorious rural youth of Andhra Pradesh state. The University provides an ambience of excellence for the pursuit of knowledge leading to B.Tech, degree in different branches of Technology.

Accordingly, the RGUKT-AP, invites e-tenders under two-bid system as mentioned hereunder from the reputed and experienced agencies for providing security services to the academic buildings, labs/workshops, hospital, guest house, hostels and residential quarters at RGUKT Ongole campus located at santhanuthalapadu, Prakasam District, Andhra Pradesh – 523225. The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.

SCOPE OF WORK

Providing security services round the clock, 24 hours a day and 365 days in a year at RGUKT Ongole campus located at santhanuthapadu in Prakasam District. The payment wages will be paid as per the payment of wages will be paid as per the rates prescribed by the Commissioner of Labour, AP, Govt. of. A.P, Vijayawada and the competent authority under minimum wages act, 1948 from time to time.

Responsibilities of the Agency:

1. The agency should be responsible for overall security arrangement of the Institute covered in the contract and ensure that all the instructions given to them by the RGUKT authorities from time to time are strictly followed and there is no lapse of any kind.
2. The job of providing security services to RGUKT campuses should be carried out by the agency on all weekdays during the contract agreement period including on all working days, holidays, closed weekly-off of Ongole, RGUKT-A.P.
3. The agency should provide clock security services to safeguard the RGUKT Ongole campus site, buildings, movable and immovable assets, equipment and other items from any theft, pilferage or damage and also ensure safety of the students, employees, visitors, guests or any other persons working in its premises.
4. The agency should deploy well-disciplined and adequately trained Security personnel in all facets of security work, including firefighting. The Agency shall provide necessary undertaking and documentary evidence in this regard. In case any of the personnel provided is not found suitable, the RGUKT administration shall have the right to ask for their replacement therefore and the agency shall, on receipt of written communication will have to replace such persons immediately.

5. The agency should deploy required personnel (including relievers) in all the three shifts on a regular basis within the scope of operation.
6. The agency should provide reasonably good uniforms with name badges and ID cards to its personnel deployed at RGUKT campuses at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as shirts with shoulder flaps and pants, seasonal accessories (raincoat/jerkin/umbrellas/sweater), safety jackets, belt, safety shoes, socks, caps/, torch with batteries/cell, cane stick, snake catcher, communication facilities (walkie talkies at each security location), whistle with lanyard, etc. shall be borne/supplied by the Agency at its cost. For lady security guards, incidentals such as cap, saree/salwar kameez with shoulder flaps, safety jackets, umbrellas, belt, safety shoes, socks, caps, torch with batteries/cell, cane stick, snake catcher, communication facilities (walkie talkies at each security location and for Supervisor to carry), whistle with lanyard, etc. shall be borne/supplied every year by the Agency at its cost. Personnel not adhering to the uniform standards shall be treated as absent and penalized as per terms. One set of uniform including all incidentals should be provided to the personnel every year by the agency.

| S. No. | Designation | Uniform Item Description | Quantity per year of contract |
|---------------|----------------------------|---|---|
| 1 | Supervisor (Male & Female) | Shirt with shoulder flaps and double pocket with flaps or safari suit with security patch on sleeves. | 18 Nos. |
| | | Pants with belt loops to fit security personnel belts of standard size. | 18 Nos. |
| | | Peaked Cap with security logo | 9 Nos. |
| | | Standard Security belt with embossed logo | 12 Nos. |
| | | Safety shoes with 2 pairs of socks | 9 sets |
| | | Salwar Kameez set with shoulder flap or plain saree with blouse | 6 Sets |
| | | Beret Cap/P-Cap with security logo | 3 Nos. |
| | | Ladies Safety shoes with 2 pairs of socks | 3 Sets. |
| | | Baton | 4 Nos. |
| | | Tube shaped rechargeable Torch light | 4 Nos. |
| | | Raincoats, full length | 4 Nos. |
| | | Umbrellas | 4 Nos. |
| | | Jerkins with security logo | 4 Nos. |
| | | Snake catcher | 4 Nos. |
| | | Police whistle with lanyard | 12 Nos. |
| | | Walkie Talkies | 4 Nos. |
| 2 | | Security Guard (Male) | Shirt with shoulder flaps and double pocket with flaps. |

| | | | |
|---|--------------------------|---|----------|
| | | Pants with belt loops to fit security personnel belts of standard size. | 270 Nos. |
| | | Beret Cap/P-Cap with security logo | 135 Nos. |
| | | Standard Security belt with embossed logo | 135 Nos. |
| | | Safety shoes with 2 pairs of socks | 135 sets |
| | | Baton | 135 Nos. |
| | | High powered long range rechargeable Torch light at each point/location | 40 Nos. |
| | | Raincoats, full length | 135 Nos. |
| | | Umbrellas at each point/location | 40 Nos. |
| | | Jerkins with security logo | 135 Nos. |
| | | Police whistle with lanyard | 135 Nos. |
| | | Walkie Talkies at each point/location | 40 Nos. |
| 3 | Security Guards (Female) | Salwar Kameez set with shoulder flap or plain saree with blouse | 90 Sets |
| | | Beret Cap/P-Cap with security logo | 45 Nos. |
| | | Standard Security belt with embossed logo | 45 Nos. |
| | | Ladies Safety shoes with 2 pairs of socks | 45 Sets. |
| | | Baton | 15 Nos. |
| | | Jerkins with security logo | 45 Nos. |
| | | Raincoats, full length | 45 Nos. |
| | | Police whistle with lanyard | 45 Nos. |

7. The Security Agency should issue the uniform sets and accessories required at the points/location mentioned above on yearly basis. The uniform sets and other accessories mentioned above should be issued to the personnel at the starting of the contract period (A proof of which of which should be submitted to the RGUKT Ongole Administration immediately). In case of extension of the contract for either half or one year, the agency should issue another set of uniforms at the start of the extension period. Failing to issue the uniform and accessories would lead to the penalty and cancellation of the contract if you did not issue within the start of the first month.
8. The Security Agency shall conduct a daily muster drill before each shift to ensure discipline and readiness. Further, the Agency shall organize a comprehensive Fire Safety and Evacuation Drill, in coordination with RGUKT administration and fire authorities, once every two months. Records of attendance and drill proceedings shall be submitted to the administrative officer for review. Any lapse in conduct of drills may warrant penalties as decided by the Institute.
9. The agency should ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the RGUKT/ Govt. of India / any State or any Union Territory.

10. In the event of any Security personnel being on leave/absent, the agency should ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
11. A local representative of agency should be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract. A senior level representative of the agency should visit RGUKT respective campuses premises at least once-a-week and review the service performance of its personnel. During the weekly visit, the agency's representative will also meet the RGUKT officer dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their work.
12. The agency should ensure that any replacement of the personnel, as required by the RGUKT for any reason specified or otherwise, shall be effected promptly without any additional cost to the RGUKT. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the Administrative Officer/Security Officer, of RGUKT Ongole at agency's own cost.
13. As and when the RGUKT requires additional security strength on monthly basis or temporary or emergency basis, the agency should depute such security personnel under the same terms and conditions.
14. The agency should be responsible to recover the contribution payable by the workmen/security personnel engaged by it towards EPF & ESI and remit the amount so deducted together with their deposits to the concerned department.
15. In case of any accident with the personnel employed by the agency during business time, the agency alone is liable to pay security personnel's compensation and any other statutory dues or payments and the RGUKT is not liable for any payment of such kind.
16. The Agency shall provide group accidental insurance cover or ex-gratia policy for all security personnel deployed, ensuring financial security to the personnel and their families in the event of accidental death or permanent disability incurred during duty hours. The minimum insured amount shall not be less than Rs.10,00,000/- (Rupees Ten Lakhs only) per person. The documentary proof of the policy shall be submitted prior to commencement of contract and renewed annually during the contract period. Additionally, compensation/ex-gratia in the case of accidental/natural death during business time shall be processed within thirty days of occurrence, as per policy terms.
17. The responsibility of payment of wages for the personnel deployed to carry out the contract lies with the contractor and the RGUKT shall not entertain any representations whatsoever in this regard.
18. The agency should maintain strict discipline in dealing with the RGUKT employees and should not act in any manner unbecoming of a security person.
19. The agency should comply with the requirements of law with regard to duration of working hours of the security personnel deployed and RGUKT shall not be responsible for the violation of labor/statutory laws by the agency in this regard.
20. No claim such as leave-cum-salary, PF, ESI and services charges etc., shall be allowed on any ground, and the financial liabilities shall be borne only by the security agency.

21. The agency shall be solely responsible and liable for its people under the provisions of Contract Labour (R&A) Act and the labour and services laws. A certificate to this effect will have to be submitted by the contractor in separate challan in respect of security personnel employed by him. The certified copy of challans must be submitted next month along with the bill.
22. The agency shall be liable for any legal dispute / case / claims that arise or may arise during the contract due to non-compliances of labor or other related laws.
23. The agency shall be responsible for compliance of all the laws rules / regulations and Govt., instructions that are / will be applicable to and aimed to protect the interest of the employees / worker engaged by the contractor and shall ensure payment of all the statutory dues / liabilities as may have arisen during the past or may arise during the course of performance of contract.
24. The agency shall discharge all their legal obligations of their employees as may be required for the purpose of execution of the work which shall be subject to the approval of the RGUKT authorities.
25. The agency shall discharge all their legal obligations of their employees in respect of their wages and other service conditions and shall also comply with all the rules and regulations and provisions of law in force that may be applicable to them from time to time, viz., statutory obligations under Contract Labor (Regulation and abolition) Act, 1970, Minimum Wages Act, Workman's compensation Act, EPF and MP Act, Industrial Dispute Act, etc.
26. The agency should indemnify and keep the RGUKT authorities indemnified from any claims, loss or damages that may be caused to RGUKT on account of the security agencies failure to comply with their obligations under the various laws towards their staff / employees employed by them or any loss or damage to RGUKT due to acts / omissions of the security agency.
27. For the purposes of this tender/contract, the terms 'Contractor,' 'Agency,' and 'Service Provider' are synonymous and shall refer to the entity, firm, or company selected and engaged by RGUKT for the provision of security services. All rights, responsibilities, and obligations specified herein apply equally to the Contractor, Agency, or Service Provider, irrespective of the terminology used in any part of this document.

Duties of Security Personnel:

1. The Job should include, access control to include manning, mustering, entry / exit gates, checking and verifying entries and exit of personnel, material and vehicles to and fro and assets on charges of RGUKT Ongole and permit only authorized personnel entry and exit to the institute premises, round the clock, proper registration of visitors while entering and leaving the center, preserving material gate passes and handing over to admin every quarter, timely follow up of outstanding of returnable material.
2. The Security personnel deployed by the Agency/Contractor/Service Provider must possess adequate skills and training to efficiently operate essential campus access control mechanisms, including the boom barrier, face biometric entry-exit devices, out pass management mobile applications, visitor management software, and the issuance and handling of vehicle and visitor passes. The Agency shall provide initial and periodic refresher training on these systems, and ensure all personnel are

certified competent before deployment. Any lapse in proficiency leading to operational failure or inconvenience may attract penalties or replacement of the personnel.

3. The security personnel working in the RGUKT at different posts should cover the area earmarked by the administration for patrolling.
4. The personnel should be responsible for all police liaison work.
5. The personnel should be responsible for opening / closing of the building and rooms as necessitated / directed by Administrative Officer on working and closed days.
6. The personnel should ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
7. The personnel should maintain records of inward and outward movement of students, parents, faculties, staff, guests & visitors. Contractor personals along with the inward & outward record of materials & vehicles etc. with proper check on the same as per instructions given from time to time by Administrative Officer/Security Officer.
8. The personnel should check damage, theft and pilferage of material by manning static security posts and regular patrolling in the campus and along boundary wall / fence during day and night.
9. The personnel should prevent any unwanted / illegal activities and gather intelligence on unauthorized movements / activities. Further, report any illegal activities / movement to RGUKT Ongole authorities.
10. The personnel should maintain proper communication system so that they can assemble quickly in case of emergent situation.
11. The personnel, in case of any theft during tenure of contract agreement, should help to lodge FIR with police, conduct their investigation and submit the report findings to the RGUKT Ongole Administration. The personnel should also be responsible for pursuing the theft case with police and related authorities.
12. The security personnel deployed should take regular rounds of the premises to maintain vigil and remain alert.
13. The security personnel should make the proper entries while handing over keys to any staff of RGUKT Ongole and while taking over too.
14. The security personnel on duty should also take adequate traffic management of the Institute and take care of vehicles, scooters/motorcycles/bicycles parked in the parking sites located within the premises of the Institute and of the visitors.
15. The security personnel should restrain trespassers / intruders and immediately inform the same, to the RGUKT Ongole Administration.
16. The Security personnel should extinguish fire when incidents of fire occur in the campus.
17. The security personnel should ensure that pass has been issued by the competent officers for the items taken out of the campus. In case of any doubts, they should immediately contact Administrative Officer/Security Officer/Faculty In-charge for Security of Ongole, RGUKT-AP.

18. The security personnel should not leave the point (allotted location) unless and until the reliever comes for shift duties.
19. The security personnel are required to display mature behavior with staff, students and visitors, especially towards female staff and female visitors. They must be courteous and polite at all times. The Agency is required to conduct sensitization workshops and comply with the Prevention of Sexual Harassment (POSH) Act. Any misconduct will attract disciplinary action and replacement.
20. In emergent situations, security personnel deployed shall also participate as per their role defined in the disaster plan, if any, of the Institute. The personnel should be sensitized for their role in such situations.
21. The security personnel should carry out any other work allotted by Institute in incident of security of the premises.
22. All deployed personnel must register attendance through a biometric or digital system as provided by RGUKT Ongole and maintain duty records. Daily attendance, shift summaries, and incident reports should be submitted digitally to the designated administrative officer.
23. Security personnel and Agency shall maintain strict confidentiality about any matter related to RGUKT, including research, technical, operational, or administrative information. Breach will be subject to penalty and contract termination.
24. The Agency must immediately replace any personnel found to be incompetent, absent, or in breach of discipline, within 24 hours of receiving such communication from RGUKT Ongole, with no cost to RGUKT Ongole. If the agency fails to provide replacement within three working days, an appropriate penalty will be levied as specified in the contract.
25. All Security personnel must undergo annual medical checkups, including fitness and absence of contagious disease, certified by a civil surgeon. Medical certificates shall be provided prior to deployment and on renewal of contract.
26. The Agency shall indemnify RGUKT Ongole of any claims, loss, or damages arising due to its failure to comply with statutory obligations, or acts/omissions of personnel. Agency will also ensure legal protection in the event of disputes.
27. RGUKT Ongole reserves the right to terminate the contract at any time by providing 30 days' notice for convenience, or immediately in the case of breach or misconduct. The Agency shall give 90-day notice before withdrawal of service.
28. Personnel shall not be required to work more than the maximum shifts allowed under labour law. No continuous shift or double shifts by the same person. Odd duty shifts may be required for emergencies, daily routines as directed by the Institute.

B. ELIGIBILITY CRITERIA

1. The bidder should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or a registered society under societies act or registered as firm as the case may be and should be in the business of providing Security Services (Facility Management Services) for not less than **five (05) years as on the date of issue of the tender**. Those which have not in existence for 5 years as mentioned above

- shall not be considered at all in any case. Copies of work orders and satisfactory certificates to be submitted).
2. The bidder should have valid ISO 9001:2015, quality certification issued not after ~~01.12.2025~~ and valid as on Tender date.
 3. The agency should possess all valid Statutory Registration / Approvals / License /Permit for running Security Service Agency i.e., the Agency should have registered with the Central Labour Commissioner, Income Tax Department, Employees Provident Fund Organization, Employees State Insurance and Service Tax Authorities. Further the Security Agency shall be a registered contractor under Contract Labour (Regulation and Abolition) Act, 1970.
 4. The agency should have obtained a license from the "Controlling Authority" in accordance with Private Security Regulations Act 2005, and contact Abolition & regulation Act, for carrying on the business of Private Security Agency.
 5. The bidder should have a valid license as Security Services supply agency registered with the Commissioner of Labor Department, Government of Andhra Pradesh (Form-II) / Empanels for District Level Outsourcing Committee Registration Govt of A.P.. during the last Two years.
 6. The agency should have their own infrastructure for training their guards.
 7. The bidder should have satisfactorily provided Security Services to Central/ State Government Sector / Universities / Private/ Deemed to be University or any other reputed educational institutions during the last three (03) financial years 2022-23, 2023-24 and 2024-25. (Copies of work orders and satisfactory certificates to be submitted along with the invoices).
 8. The bidders shall have experience of Supplying Security Services for not less than Rs. 100.00 (Lakhs) to any one organization in any one year of the last three financial year's viz. FY 2022-23, 2023-24 and 2024-25. Copies of agreements and work orders cannot be treated as proof of experience. Only the experience cum performance certificate shall be submitted. (Form 26AS must be submitted for the period of experience claimed)
 9. The Average Annual Turnover of the bidding Firm should not be less than Two (2.0) Crores during the last three financial year's viz. FY 2022-23, 2023-24 and 2024-25. A Certificate of the Bidders turnover for the years 2022-23, 2023-24 and 2024-25 in Rupees must be enclosed and be duly certified by firm of Chartered Accountants.
 10. The agency should not have been debarred/blacklisted by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations, World Bank or any major Enterprise /Organization in India in doing business with them.
 11. There should be no case pending with the police against the agency.
 12. The bidders should have experience of providing Security Personnel of minimum 100 employees in one organization with the category of institutions / University / Govt., Semi Government or Public Undertaking Sectors in any two Continuous years during the last Five years (Financial Years) viz. FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25. Proof of Experience Certificate should be submitted. Copies of agreements and work orders cannot be treated as proof of experience.

13. The agency should have a registered/branch offices in Andhra Pradesh. Billing/Invoice should be done from any of these offices located in Andhra Pradesh only.
14. The agency should have possessed valid registrations with the following
 - a. PAN Card
 - b. Labor License.
 - c. EPF Registration
 - d. ESI Registration
 - e. GST Registration
15. Should have 300 employees under its role in FY 2023-24 and 2024-2025 Evidence of EPF (payment proof with TRRN details is must), and ESI Chalana should be enclosed and employees contribution computerized slips copies should be produced and the Agency should have documents providing compliance of Minimum wage along with bank statement for them.
16. Latest Income Tax Saral form>Returns filed (for FY 2022-23, 2023-24 and 2024-25)
17. List of Present Clients with contract address & telephone numbers.
18. Any false information with regards to the submission of the document will lead forfeit of the EMD.

The bidder must submit all relevant documentary evidence to demonstrate their eligibility for considering their bid. The tenders received without the above document will be rejected.

C. BID DOCUMENT PROCESSING FEE AND EMD AMOUNT

1. Bid Document Fee: An online payment proof of **Rs. 50,000/- (Rupees Fifty Thousand only)** towards non-refundable bid document/processing fee should accompany the tender documents.
2. Bid security (EMD) amount: An online payment proof a refundable amount of **Rs.3,25,000/-** as earnest money deposit (EMD) should accompany the bid documents. The Firm should enclose a pre-receipted bill for the EMD to enable us to return the EMD of unsuccessful bidders. No interest will be paid by the Ongole, RGUKT-AP on the Earnest Money Deposit.
3. EMD is exempted for MSME registered firms. However hard copies of MSME certificate shall be submitted along with bid document fee.

Note: In the absence of bid document fee and EMD, the tender will not be accepted.

D. INSTRUCTION TO BIDDERS

1. The tender document would be prepared in English. All the pages of the tender document should bear the dated signature (in ink) of the bidder with stamp of Firm. Any over-writing corrections & cuttings should bear dated initials of the bidders. Corrections should be made by writing again instead of shaping or over-writing.
2. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.
3. **Cost of bidding:** The bidder shall bear all costs associated with the preparation and submission of its bid, and RGUKT Ongole will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
4. Further all the participating bidders have to electronically pay a non-refundable transaction fee through online to M/s. APTS, the service provider through "Payment Gateway Service on E-Procurement platform", as per the Government Orders placed on the e-procurement website.
5. Individual signing the tender or other documents connected with contract must specify whether he sign as: (a) A sole proprietor of the concern or constituted attorney of such sole proprietor; (b) A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm. (c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.
6. A person signing the tender form or any document forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, RGUKT Ongole may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
7. **Amendment of bidding documents:** At any time prior to the deadline for submission of bids, RGUKT Ongole, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment displayed on the website of RGUKT(<http://www.rgukt.in>&www.rguktong.ac.in). In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the RGUKT Ongole, at its discretion, may extend the deadline for the submission of bids.
8. Bids would be rejected for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

9. Notwithstanding anything specified in this document, RGUKT Ongole unconditionally and without assigning any reasons, reserve the rights (a) To accept or reject the lowest tender or any other or all the tenders, at any time prior to the award of the contract/purchase/work order, without incurring any liability to the affected tenderer or tenderers; (b) To accept any tender in full or in part (c) to reject the tender offer not conforming to the tender terms; (d) To give purchase preference to Public Sector Undertaking/manufacturer wherever applicable as per Govt., Policy/Guidelines. The decision of the RGUKT Ongole is final and binding.
10. RGUKT Ongole reserves its right in not considering the bid of a bidder, if such bidder was a previous supplier/rendered services and had a past bad track record or their earlier performance was unsatisfactory on any count.
11. No conditional offer will be accepted. Bids received with quote on variable basis shall be rejected without assigning any reasons and no communication in this regard shall be made. Quotations qualified by such vague and indefinite expression such as "Subject to prior confirmation", "Subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly. Any conditional tender shall be rejected summarily.
12. **Bid forms:** Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases the bidder shall design a form to hold the required information.
13. **Period of validity of bids:** Bids shall remain valid for minimum 90 days from the date of bid opening prescribed by RGUKT Ongole. A bid valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, the RGUKT Ongole may solicit the bidders consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.
14. Submission of the tender will signify the acceptance of all the instruction, terms and conditions of the contract. As a token of acceptance, the tenderer should sign and affix his firm's stamp on each page of the bid document and all its Annexure. NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS BID DOCUMENT.
15. **Modification and withdrawal of bids:** No bid can be modified subsequent to the deadline for submission of bids. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).
16. **Clarification of bidding documents:** A prospective vendor requiring any clarification of the bidding documents may notify RGUKT Ongole contact person. The person concerned will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to the deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified

that RGUKT Ongole shall not entertain any correspondence regarding delay or non-receipt of clarification from RGUKT Ongole.

17. Bidder shall not approach RGUKT Ongole officers outside of office hours and / or outside RGUKT Ongole office premises, from the time of the tender call notice to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the RGUKT Ongole, it should do so in writing.
18. **Late bids:** Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice. Further, the requested hard copies of the same should reach the RGUKT Ongole contact person on or before last date mentioned in the tender call notice. RGUKT Ongole shall not be responsible for any postal delay about non-receipt /non delivery of the bids or due to wrong addressee. Any bid not received by the RGUKT Ongole contact person by the deadline for submission of bids will be rejected and returned unopened to the bidder.
19. **Corrupt, fraudulent and unethical practices:**
 - a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the process of contract execution and
 - b. "Fraudulent practice" means a misrepresentation of facts in order to influence evaluation process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition
 - c. "Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision etc., after opening of first bid will be treated as unethical practice.

RGUKT Ongole will reject a proposal for award and also may debar the bidder for future tenders in RGUKT-Andhra Pradesh, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.

E. PRE-BID MEETING

It is proposed to conduct a Pre-Bid meeting on mentioned date and time in Time Schedule of this document (Venue: AB-II, RGUKT ONG). The purpose of the meeting is to answer the questions of the prospective bidders on technical bid and commercial terms and conditions of this tender.

View above, prospective bidders are advised to submit their doubts / questions /clarifications, if any, through Mail, (Mail ID: ao@rguktong.ac.in) before the date of Pre-Bid meeting. Further, on the date of the meeting, the questions should be given inwriting.

Any modification of the bidding documents which may become necessary as a result of the Pre-Bid meeting shall be made known to all the prospective bidders by the Evaluation Committee through a notification of amendment in the website of the RGUKT ONG. No clarifications will be entertained beyond the date of pre bid meeting

F. PREPARATION OF BID

Tenders are invited under two bid system viz., Part-1: Technical bid and Part-2: Financial Bid. Bidders are requested to prepare the tender documents according to the following instructions.

Part-1: Technical bid: It should contain the following self- attested photocopies. All the documents are arranged according to the order mentioned and must be serially numbered by ink at bottom right corner.

| S. No. | Document Description | Submitted / Not Submitted |
|--------|--|---------------------------|
| 1 | Registration Certificate as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or a registered society under societies act or registered as firm as the case may be and should be in the business of providing Security Services (Facility Management Services) for not less than five (05) years as on the date of issue of the tender. Those which have not in existence for 5 years as mentioned above shall not be considered at all in any case. Copies of work orders and satisfactory certificates to be submitted). | |
| 2 | Valid ISO 9001:2015, quality certification issued not after 15.09.2024 and valid as on Tender date. | |
| 3 | A valid Statutory Registration / Approvals / License /Permit for running Security Service Agency i.e., the Agency should have registered with the Central Labour Commissioner, Income Tax Department, Employees Provident Fund Organization, Employees State Insurance and Service Tax Authorities. Further the Security Agency shall be a registered contractor under Contract Labour (Regulation and Abolition) Act, 1970. | |
| 4 | The license from the "Controlling Authority" in accordance with Private Security Regulations Act 2005, and contract Abolition & regulation Act, for carrying on the business of Private Security Agency. | |
| 5 | The proof of bidder having a valid license as Security Services supply agency registered with the Commissioner of Labor Department, Government of Andhra Pradesh (Form-II) / Empanels for District Level Outsourcing Committee Registration Govt of A.P. during the last Two years. | |
| 6 | The proof of agency, having their own infrastructure for training their guards. | |
| 7 | The proof of bidder having satisfactorily provided Security Services to Central/ State Government Sector / Universities / Private/ Deemed to be University or any other reputed educational institutions during the last three (03) financial years 2022-23, 2023-24 and 2024-25. (Copies of work orders and satisfactory certificates to be submitted). | |
| 8 | Experience certificate of Supplying Security Services for not less than Rs. 100.00 (Lakhs) to any one organization in any one year of the last three financial year's viz. FY 2022-23, 2023-24 and 2024-25. Copies of agreements and work orders cannot be treated as proof of experience. Only the experience cum | |

| | | |
|----|---|--|
| | performance certificate shall be submitted. (Form 26AS must be submitted for the period of experience claimed) | |
| 9 | The proof of Average Annual Turnover of the bidding Firm for not less than Two (2.0) Crores during the last three financial year's viz. FY 2022-23, 2023-24 and 2024-25. A Certificate by Chartered Accountant, for the Bidders turnover for the years 2022-23, 2023-24 and 2024-25 in Rupees. | |
| 10 | A certificate/undertaking stating the agency has not been debarred/blacklisted by any State Government, Central Government, Central & State Govt. Undertakings /enterprises /Organizations and by any other Quasi Government bodies/Organizations, World Bank or any major Enterprise /Organization in India in doing business with them. | |
| 11 | Proof of" no pending case/s" with the police against the agency. | |
| 12 | Experience certificate for the proof of providing Security Personnel of minimum 100 employees in one organization with the category of institutions / University / Govt., Semi Government or Public Undertaking Sectors in any two Continuous years during the last Five years (Financial Years) viz. FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25. [Copies of agreements and work orders cannot be treated as proof of experience.] | |
| 13 | Address of the agency's Head office in Andhra Pradesh. (Billing/Invoice should be done from any of these offices located in Andhra Pradesh only.) | |
| 14 | The agency should have possessed valid registrations with the following and proof of all registrations. <ul style="list-style-type: none"> a. PAN Card b. Labor License. c. EPF Registration d. ESI Registration e. GST Registration | |
| 15 | Proof of having 300 employees under its role in FY 2023-24 and 2024-2025, Evidence of EPF (payment proof with TRRN details is must), and ESI Chalana. | |
| 16 | Employee's contribution computerized slips copies and the proof of Agency having documents providing compliance of Minimum wage along with bank statement for them. | |
| 17 | Latest Income Tax Saral form>Returns filed (for FY 2022-23, 2023-24 and 2024-25) | |
| 18 | List of Present Clients with contract address & telephone numbers. | |
| 19 | Proof of any issues / disputes against your Agency / Firm / Company are pending before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc., | |
| 20 | Information, if any, regarding the bidder is or is involved in proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved. | |

| | | |
|----|---|--|
| 21 | Details of Awards, if any received or Reviews in the Media, if any. | |
|----|---|--|

NOTE: All pages of the bid documents must be serially numbered and signed

Part-2: Financial bid: The bidder shall prepare the price bid as prescribed proforma of the bid document.

1. Agency should quote commission in percentage on remuneration (excluding all statutory obligations) which would be paid to the outsourcing employees.
2. The payment wages will be paid as per Minimum Wages prescribed by the Commissioner of labor, Vijayawada, AP and the competent authority under minimum wages act, 1948 from time to time. The RGUKT-Ongole will pay all the statutory contributions/deductions towards applicable ESI, EPF and GST apart from the remuneration as per the government norms.
3. The Bidder / Agency quotes agency commission /service charge "Nil / abnormal low charges" as their service charge to become the lowest bidder (L1), their bid will be considered unresponsive and will not be entertained and the bid will invariably be rejected vide OM NO.29/2014-PPD Dt.28-01-2014 of Ministry of Finance, Govt of India.
4. Applicable TDS will be deducted from the monthly bill and remitted to government by RGUKT Ongole.
5. Agency commission quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
6. The percentage of the agency commission shall not exceed 5% of remuneration as per the existing government guide line.
7. Applicable TDS will be deducted from the monthly bill and remitted to government by RGUKT Ongole.
8. No Physical submission, Only require online submission of financial bid

G. BIDSUBMISSION

Bidders are requested to submit the bids after issue of minutes of the pre-bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid. All two parts of the bid shall be submitted online on www.apecurement.gov.in platform. The hard copies of all the uploaded Technical Bid along with Bid document/processing fee and Bid Security (EMD) should be submitted offline to Administrative Officer, RGUKT Ongole. The following procedure may follow for the bid submission.

Online Submission:

1. The participating bidders in the tender should register themselves on e-procurement platform in the website www.apecurement.gov.in and on registration with the e-Procurement market place; bidders will be provided with a user id and password by the system.
2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.

3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.
4. The bidders should scan and upload the respective documents in technical bid documentation as detailed at Tender Schedule including EMD.
5. The bidders shall sign on all the statements, documents and certificates uploaded by them, owning responsibility for their correctness/authenticity.
6. Financial Bid: the commissions in percentage should be quoted in online only

Offline Submission:

1. Bid document fee and Bid Security (EMD) should be sealed in a separate envelope (ENVELOPE-ONE), duly super-scribed as "Tender Fee".
2. The uploaded Technical Bid which containing above mentioned supporting documents should be sealed in separate envelope (ENVELOPE-TWO), duly super-scribed as "Technical Bid".
3. The two separate envelopes are to be sealed again in a bigger envelope (ENVELOPE-THREE). The sealed bigger envelope super-scribed as "**Tender for proving security services**" should reach "The Administrative Officer(i/c), located at RGUKT Ongole, Rajiv Gandhi University of Knowledge Technologies, Ongole, Prakasam District, Andhra Pradesh - 516330" on or before ~~01-09-2025~~.

Note: Physical submission of financial bids will not be accepted. Further, there shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or, the price bid is enclosed, the bid document will be summarily rejected in the first instance itself.

H. BID EVALUATION PROCEDURE

The bid opening and evaluation process will be sequential in nature. It means that bidder must qualify for a particular stage to be eligible for the next stage. Any participating vendor may depute a representative to witness these processes. The standard procedure described here will stand appropriately modified, in view of special procedures of bid evaluation as mentioned in tender call or elsewhere in this bid document or RGUKT Ongole may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

The Tenderer is at liberty to be present or to authorize a representative to be present at the opening of the tender. The name and address of the representative who would be attending the opening of the tender on your behalf should be indicated in the tender. Please also state the name and address along with telephone Nos. of your permanent representative, if any.

1. **Opening of bids:** Bids will be opened on the e-Procurement web site at the scheduled time & date. Bids that submitted on both online and offline within last date of submission are only considered for opening and their names will be read out. Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

The sealed envelopes of bidders whose name read out will be opened and evaluated by a duly constituted committee. In the process of evaluation, comparison of bids, RGUKT Ongole reserves the right to reject any or all bids.

2. **Bid Document Fee and Bid Security (EMD) amount:** At first stage, ENVELOPE- ONE of the bid will be opened. The bid document fee and EMD will be scrutinized first for the amount and validity period. The bids submitted with required bid document fee and EMD amount/validity only are considered for the evaluation. The bids submitted with insufficient bid document fee and EMD amount/validity will be treated as disqualified bids and those bids will not be considered for further evaluation.
3. **Evaluation of Technical bids:** At second stage, ENVELOPE- TWO: Technical bid of bidders who submitted bid document fee and EMD amount will be opened and evaluated by the constituted committee. The documents furnished by the service provider/agency/contractor shall be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. The evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion / presentation. Further, RGUKT Ongole may ask Agency/Service Provider/contractor(s) for additional information and technical faculties to verify claims made in technical bid documentation. The concerned bidder, on demand, should be able to demonstrate functional requirements as described in the specifications.
4. **Evaluation of financial bids:** At third stage, financial bids of those vendors who satisfy all phases of technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. RGUKT Ongole will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid. If there is a discrepancy between words and figures, the amount in words will prevail. RGUKT Ongole may at its discretion discuss with Agency/Service Provider/Contractor(s) available at this stage to clarify contents of financial offer.
5. **Award Criterion:** Final choice of firm to render the security services shall be made on the basis of conformity to technical specifications, capability of bidder to execute and serve the requirements and appropriateness of financial offer from the point of view of cost-effectiveness over the entire period for the services. Further, it will not be obligatory for the RGUKT Ongole to accept the lowest quotation & no explanation shall be given for the cause of rejection of quotation to any bidder.

In case of tie in the prices quoted by the bidders (i.e. if more than one bidder quotes least price) the short listing will be done by the evaluation matrix prescribed in **Annexure-08** will be used to identify a suitable agency for providing security services at RGUKT Ongole campus. In case two or more agencies are found to have the same points as calculated using evaluation matrix, the Director, RGUKT Ongole shall decide about the Agency to which the offer shall be granted. Such decision by such authority shall be final.

Note: Any effort by a bidder to influence RGUKT officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids.

I. AWARD OF CONTRACT

1. **Notification of award:** Prior to expiration of the period of bid validity, RGUKT Ongole will notify the successful bidder(s) in writing through Speed Post / Fax / e-mail or any other form of communication that their bid has been accepted. At the same time as the RGUKT Ongole will send the successful bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
2. **Performance Security deposit:** The successful bidder shall require submitting the performance security deposit (5% of annual contract value) within 7 days from the receipt of notification of award. The performance security deposit should be in only one form.
 - a. A demand draft drawn in favor of "The Director RGUKT Ongole payable at Ongole".
 - b. A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India would **not be accepted** as a performance security deposit.
 - c. A cashier's cheque or banker's certified cheque or crossed demand draft would **not be accepted** as a performance security deposit.
 - d. Bank guarantee from any nationalized bank.
3. **Signing of contract:** On submission of performance security deposit, the successful bidder is required to execute an agreement on a non-judicial stamp paper of appropriate value in a prescribed format.

Failure of the successful bidder to sign the contract proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security (EMD), in which event the RGUKT Ongole may make the award to another bidder or call for new bids.

4. **Return of EMD:** Upon the successful bidder(s) signing on the contract, RGUKT will promptly notify each unsuccessful bidder. The bid security (EMD) of all the bidders shall be refunded without any interest on it within 30 to 90 days after awarding of the contract.

J. TERMS AND CONDITIONS

1. The contract is initially for a period of one year. The contract may be extended for half year / yearly basis subjected to a period of another two years to the agency and/or institute needs. The requirement of actual manpower may vary according to the need and may be reviewed / reduced / enhanced as and when required.
2. The successful bidder will not be allowed to transfer, assign, or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of RGUKT Ongole.
3. During the period of agreement, the RGUKT Ongole is at liberty to alter/modify/add/delete any of the conditions of the agreement in the interest of the RGUKT Ongole.

4. The selected agency should obtain and produce license under the Contract Labour (Regulation & Abolition Act 1970) from the labor department. The agency should maintain and if necessary, submit to the RGUKT Ongole for inspection on demand records such as Muster roll, Payment register etc.
5. The bidding agency will be bound by the details furnished by them to RGUKT Ongole while submitting the bid or at a subsequent stage. In case, if, any of such document/s furnished by the firm is found to be false, it would amount to breach of terms of contract and the agency is liable for LEGAL ACTION besides termination of contract.
6. The bidder shall ensure that the security personnel deployed at RGUKT Ongole conform to the STANDARDS prescribed in the Tender Document.
7. The successful bidder should furnish the following documents in respect of each security personnel deployed at RGUKT Ongole, before the commencement of contract.
 - a. List of trained security personnel identified / selected by agency for deployment at RGUKT Ongole, with Bio-data i.e. date of birth, age, qualification address etc.,
 - b. Character certificate from a Gazette officer of the Central / State Government.
 - c. Certificate of verification of antecedents of persons by local police authority.
8. In case there is any change in employment of the security personnel, such change shall be intimated to the Institute (RGUKT Ongole) in writing well in advance.
9. Persons below the age of 18 years shall not be engaged for the work. The Contractor/agency/service provider will submit medical certificate/any other certificate as age proof of the security personnel deployed by him. The Contractor/agency/service provider will also submit medical certificate to the effect that the security personnel deployed by him are fit for work and are not suffering from any contagious disease.
10. Further, no security personnel above the age of 65 years should be deployed under the contract. The agency shall ensure compliance with this age limit and submit age verification documents as part of the deployment process.
11. Working hours will be 8 hours per day for the security personnel excluding break period. The timings and the break period will be indicated by the authorized representative of the institute and that may change from time to time as per the requirements and circumstances.
12. The Contractor/agency/service provider will be accountable for any accident, injury or loss of life to the workers deployed by him and shall be responsible for payment of compensation as per law. If need arises, the institute will recover such amount from the Contractor/agency/service provider to effect payment to the affected person(s).
13. The Institute reserves the right to terminate the contract at any time, without providing any specific reason. Wherever practicable, the Institute may, at its discretion, provide advance notice of such termination to the Contractor/agency/service provider.

14. Contractor/agency/service provider shall not change any employee without consent of the authorized rep. of the institute. Contractor will provide his telephone numbers of his office/residence/mobile on which he can be accessed / approached by the institute.
15. The selected agency should provide Radio Frequency identity (RFID) cards to the personnel deployed at the RGUKT having the photograph of the personnel and personal information such as name, designation, address and identification mark etc., attested by the Chief Security officer/ faculty In-charge of CSO/SO at the RGUKT Ongole.
16. Any personnel found without wearing I.D. cards and full uniform shall be treated as absent and shall not be allowed on the campus.
17. Items of equipment, Walkie Talkies, Headgears, Metal Detectors, Torch lights, Lathis (Batons/cane sticks), Uniforms including Raincoat, Jerkins, umbrellas, Identity Cards etc., for efficient conduct of duty by the agency personnel should be provided by the agency and should be in good presentable condition.
18. For patrolling purposes, the successful bidder should arrange to have vehicle of his own (minimum 2 two-wheeler vehicle). Expenditure on petrol/diesel, repairs etc., for the vehicles will not be provided or reimbursed by the RGUKT Ongole.
19. RGUKT Ongole is not liable at any stage to provide accommodation, transport, food, medical and any other requirement of their personnel deployed at RGUKT Ongole. The agency should make its own arrangements.
20. The selected agency should designate / deploy a field officer (rank not less than a supervisor) at its own cost who would regularly interact with officers of the RGUKT Ongole, so that better co-ordination, services and utilization of optimal manpower deployment could be addressed.
21. The manpower employed by the agency should be required to work in three shifts each of 8 hours duration on all seven days with equally staggered weekly off.
22. The personnel deployed should be required to report for work at specified shift hours and remain in the designated post till the end of the shift. In case, any post is vacant on any shift / day, the wages for that shift / day shall be deducted.
23. The agency should ensure that the personnel deployed at the RGUKT Ongole are deployed only at the RGUKT, Ongole, and shall not be shared across organizations. Further the agency shall ensure that the personnel are not deployed beyond the maximum number of (regular) shifts per month as specified in the Labour Law. Failure to comply with this would result in administrative charges calculated only for shifts done by security personnel.
24. The duty hours should not exceed eight hours at a stretch. A continuous shift by the same person is not allowed and no post should remain unmanned. Odd duties / shifts may be required according to exigencies, which are to be provided by the agency.
25. Absenteeism must not exceed 10% of the total deployment in any month. Further within each shift the absenteeism should not be more than 15% of the deployment. The minimum number of security personnel deployment shall be achieved without individual person doing double shifts or doing more than the maximum shift allowed by the contract (26 shifts in a month).

26. The Agency/Contractor/Service Provider shall schedule weekly offs for security personnel in a manner that the designated minimum staffing levels—comprising male guards, female guards, and Supervisor—are maintained without compromise on any day of the week, including weekdays. Weekly offs shall be distributed fairly and rotationally among all staff so that no single day suffers a shortage. A duty roster reflecting weekly off allocations and on-duty strength for each day must be submitted to RGUKT Ongole in advance for approval and verification. Any lapse in maintaining minimum deployment due to inappropriate weekly off scheduling shall attract penalties as per contract terms.
27. If any security personnel are found to be absent from duty for a continuous period of seven days or more without prior written approval from RGUKT, the Security Agency shall immediately remove the individual from the deployment roster and provide a permanent replacement within 48 hours. Such prolonged absence shall be treated as a disciplinary violation. The Agency is also required to submit an incident report and ensure that the replacement personnel is duly trained and briefed before assuming responsibilities. Recurrence of such incidents may attract contract termination or blacklisting of the Agency.
28. The Security Agency shall ensure that, on any given shift, a minimum of Thirty-five (35) male security guards, twelve (12) female security guards, and at least three (3) Supervisor are present on duty at RGUKT, Ongole. Absence below the stipulated numbers shall be considered a breach of contract and will attract appropriate penalties, including wage deductions and written warnings. The Agency shall maintain daily attendance records and submit shift-wise deployment reports to the administrative officer for verification.
29. The regular holidays observed on the second Saturday of each month shall not apply to the security personnel deployed under this contract. Security services are to be maintained without interruption these days. However, national holidays notified by the Joint Commissioner of Labour, Government of Andhra Pradesh, shall be applicable to the security personnel as per statutory regulations.
30. Supervisor proposed for deployment who are ex-servicemen from the Indian Armed Forces (Army, Navy, Air Force, or Central Paramilitary Forces) shall be exempted from the minimum civilian security experience & Educational qualification requirement specified for Supervisor positions. Their military service, experience in discipline and security management, and relevant training shall be deemed sufficient qualification for the position of Supervisor.
31. The Agency/Contractor/Service Provider shall, as far as practicable, retain and continue the services (irrespective of their educational qualification and experience) of the existing security guards currently deployed at RGUKT Ongole, subject to satisfactory performance, conduct, and compliance with contractual norms. Any additional personnel required to meet the stipulated deployment levels or replacements due to attrition shall be recruited by the Agency strictly in accordance with the contract terms and applicable statutory requirements. No existing staff shall be removed without prior approval from RGUKT, except in cases of misconduct or operational necessity.
32. Special leave for security personnel shall be provided strictly in accordance with current applicable labour laws and statutory regulations in India. The Agency/Contractor/Service Provider is responsible for granting and processing

such leave entitlements as per the prescribed norms, ensuring that minimum deployment levels are maintained through suitable substitutions. All records of availed special leaves must be furnished to RGUKT for audit and compliance. Any special leaves can be provided to them with prior approval from the administration of Ongole, RGUKT-AP.

33. Security personnel who work additional hours on their weekly off days or on holidays, in order to maintain minimum deployment levels, shall be eligible for compensation casual leaves corresponding to the extra duration worked. All records of extra duties performed, and compensation leave granted must be maintained and submitted to RGUKT for verification and audit. The availed compensation casual leaves should be utilized within the next two months of their service.

34. ~~The successful bidder can u give preference to the existing employees working under outsourcing in the institute~~

35. The following are the designation, categories, rank badges, duties and qualifications requirements for security personnel.

| Appointment | Designation | Rank Badge (Epaulette/Shoulder/Chest) | Description | Min. Required Qualification | Duties |
|--|------------------------|--|-------------------------------|--|--|
| Agency appointed SS | Supervisor | 1 star or bar badge, often shoulder stripes (blue/red/silver); badge/patch "Supervisor" on chest | Denotes supervisory position. | a) Any bachelor's degree & b) 2 years of experience Or intermediate with two years of experience as security guard, five (5) years of experience as security Supervisor, and should have working knowledge of Telugu and English is mandatory to along with experience in firefighting /training with any Security Agency | Supervision, training, incident handling, Patrolling |
| Agency appointed Security Guard/watchman | Security Guard (SG) | Single chevron (V-shaped bar) or "SECURITY" patch on shoulder/arm or chest. | Standard guard insignia | a) Minimum SSC & b) At least 2 years of experience as security personnel. | access control, vigilance, posts, vigilance, posts |

36. All casual leaves including compensation casual leaves, medical leaves, paternity and maternity leaves, and any other leave entitlements, shall be granted only with prior written approval from the RGUKT Ongole institute administration. The Security Agency/Contractor/Service Provider must submit leave applications and records in advance, ensuring sufficient staff are available to maintain minimum deployment requirements during the period of leave.
37. Security personnel may occasionally be required to perform duties outside the RGUKT campus, such as accompanying sick students, staff, or visitors to the hospital, or other institutional needs as directed by the RGUKT administration. Such off-campus assignments shall be treated as official duty, and the personnel shall be provided with necessary support and transport facilities. The Agency/Contractor/Service Provider is responsible for ensuring that these personnel return to duty promptly.
38. Exchange or swapping of duty assignments between security personnel is strictly prohibited. All personnel must perform only the duties assigned to them as per the official deployment roster approved by RGUKT Ongole administration. Any violation of this provision shall be treated as a breach of discipline and will attract disciplinary action, including removal of the personnel or penalty to the Agency.
39. A daily drill with full uniform, of 30 minutes' duration shall be conducted for all security personnel prior to the commencement of each shift. Participation in this drill is mandatory and forms part of the official duty.
40. Scheduled breakfast, lunch, and dinner breaks for security personnel shall be limited to the minimum required duration (30 minutes) and snacks break for 10 minutes duration and it must be availed at or near their assigned duty location or within designated break time and areas specified by the RGUKT Ongole administration. Personnel shall not leave their assigned zone or post unattended during breaks, and the Agency/Contractor/Service Provider is responsible for ensuring that critical security posts remain continuously manned.
41. Security personnel are not permitted to sit on back-supported chairs while on duty, except in extraordinary circumstances as approved by the RGUKT administration (such as medical grounds with valid certification). The Agency/Contractor/Service Provider shall ensure that security staff remain vigilant and alert at their posts at all times. Any violation of this provision shall be considered a breach of discipline and may attract disciplinary action.
42. The Agency/Contractor/Service Provider shall ensure that a designated number of security personnel are specially trained to safely handle and manage situations involving encounters with wild animals such as wild boars, snakes, deer, and similar wildlife within the RGUKT Ongole campus. Such training shall include safe deterrence techniques, first aid for animal bites, and immediate reporting protocols. Documentary proof of training must be submitted to the RGUKT administration, and refresher training shall be conducted periodically to keep personnel updated on best practices for wildlife safety.
43. The Agency/Contractor/Service Provider shall equip security guards with alcohol detection devices (breath analyzers) to periodically check and prevent the consumption of alcohol or any similar intoxicating substances by people entering, residing, or working within the RGUKT Ongole campus, as well as among security

staff themselves. Regular checks shall be conducted and recorded as per the protocol set by RGUKT Ongole administration. Any individual found under the influence of alcohol shall be reported immediately, and appropriate action shall be taken according to institute rules and applicable laws.

44. Security personnel shall conduct mandatory checks for alcohol, prohibited substances, and restricted items on all students, as well as outsourced and subcontracted (Mess, canteen, shops, laundry, vendors, etc.,) employees, prior to entry and as required within the RGUKT Ongole campus. The Agency/Contractor/Service Provider is responsible for ensuring regular and non-discriminatory screening, maintaining records of such checks, and taking immediate action in case of violations as per institute and legal protocols.
45. The Agency/Contractor/Service Provider shall ensure that security personnel stationed at all main entrance gates are equipped with functional handheld metal detectors, as specified by the RGUKT Ongole administration. Regular screening of individuals and vehicles entering the campus must be conducted using these devices to enhance campus security. The Agency is responsible for the maintenance, calibration, and timely replacement of metal detectors to ensure operational effectiveness at all times.
46. The Agency/Contractor/Service Provider shall conduct specialized training and regular drills for security personnel in preparation for campus events such as Convocation, Sports Day, Technical fest, and any gatherings. This training shall cover crowd management, ceremonial protocol, access control, emergency response, and coordinated movement for parades. Regular mock drills and rehearsals must be organized prior to each event to ensure discipline, preparedness, and effective execution. Attendance and performance in such drills shall be documented and submitted to RGUKT administration for verification.
47. The Agency/Contractor/Service Provider shall ensure that security personnel participate in and are adequately trained for marchpast formations during Independence Day and Republic Day parades organized by RGUKT. Rehearsals and training sessions must be organized in advance to ensure proper discipline, alignment, and ceremonial conduct. The Agency shall document attendance and training progress and submit reports to RGUKT administration prior to the events. Any lapses in preparation or participation shall be treated as a deficiency in service.
48. The agency should ensure the additional requirement of security personnel to provide weekly off and leaves as mandated in the labor laws.
49. The selected agency should immediately provide replacement for any person/personnel who is (are) absent and ensure that as far as possible no designated post is left vacant in any shift. In case the agency fails to provide replacement within three working days appropriate penalty will be levied.
50. The Security personnel should be polite, cordial, positive and efficient while handling the assigned work and their action shall promote goodwill and enhance the image of the RGUKT Ongole.
51. The agency should ensure good behavior, conduct, and sincere discharge of duty by the personnel engaged by them. The personnel of the Security Agency should perform their duties effectively and diligently to uphold the dignity of the RGUKT Ongole.

52. The selected agency should ensure that any information related to campus activities, institute issues, Research, Operational process, technical know-how, Security Arrangements and Administrative / Organizational matters are not divulged or disclosed to any person by their personnel deployed at the RGUKT Ongole.
53. The Security agency should be responsible for any act of indiscipline on the part of the security personnel deployed by the agency should also ensure that they do not indulge in consumption of Alcohol / Smoking while on duty.
54. In case, the personnel employed by the successful bidder commits any act of Omission / Commission that amounts to Misconduct / Indiscipline / Incompetence / Security risks, the selected agency should take appropriate disciplinary action against such personnel immediately when such instances are brought to the notice of the Agency, failing which it would amount to breach of contract and may lead to termination of contract.
55. The agency on its part and through its own resources should ensure that the goods, materials and equipment etc. are not damaged in the process of carrying out the services undertaken by it and should be responsible for the act of omission or commission on the part of its staff or its employees etc.
56. If the RGUKT Ongole suffers any loss or damage on account of negligence, defaults or theft on the part of the employees of the agency, then the agency / service provider shall be liable to reimburse the value of the loss, as decided by the RGUKT Ongole for the same. The agency should keep the RGUKT Ongole fully indemnified against any such loss or damage. In case of frequent lapses on the part of the security personnel deployed by the agency, RGUKT Ongole shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
57. The Service Provider / Agency will be responsible for causing any direct or indirect damage to the vehicle or other movable or immovable properties of the Institute arising due to negligence, incompetence, or willful or otherwise negligence of its employees. The Agency will have to reimburse all costs borne by the RGUKT Ongole in this respect.
58. The Security personnel deployed by the agency should ensure that the RGUKT Ongole properties are protected from theft / pilferage / damage. After necessary investigation by a committee constituted by The Director, RGUKT Ongole, if proved that the Agency / their personnel are responsible for the incident, the agency is liable and will be penalized to the extent of the value of the loss and additionally Rs.10,000/- for each such incident.
59. The agency should not involve in any bribery or other unethical activities with anyone employed at the RGUKT Ongole. The involvement in any such activity shall entail a penalty of Rs.25,000/- for each such incident.
60. **If the agency fails to provide services to the satisfaction of the RGUKT Ongole on any of the above counts, the same will be communicated to the agency in writing. If three such notices are issued to the agency, the contract will be terminated, and the agency shall forfeit the Performance Security Deposit.**
61. Under no circumstances, the staff members and / or the security personnel / employees of the security agency shall be treated, regarded or considered or

deemed to be the employees of RGUKT Ongole and the security agency alone shall be responsible for their remuneration, wages and to their benefits and service conditions of all their employees deployed by the agency and shall indemnify and keep indemnified RGUKT Ongole against any claim that may have to meet towards the employees deployed by the agency.

62. Legal terms and conditions

- a) For all intents and purposes, the successful bidder/selected agency shall be the "Employer" within the meaning of various Labour Legislations in respect of manpower so employed and deployed at RGUKT Ongole, for security services on contract.
- b) The selected agency shall alone be solely responsible for the redressal of grievances / resolving of disputes relating to person deployed. RGUKT Ongole shall, in no way, be responsible for any damage, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- c) The personnel of the Security Agency shall not take part directly or indirectly in any of the activities of the Association / Union of the employees of the Institute and shall help the RGUKT Ongole to maintain strict security measures at all-time including during agitation, staged by such Association / Union.
- d) The Agency shall be solely responsible for compliance to the provisions of various Labor and industrial laws, such as, wages, allowances, compensations, EPF, ESI, Bonus. The Agency shall also be responsible for the insurance of its personnel. The Security Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -
 - i. The Payment of Wages Act 1936
 - ii. The Employees Provident Fund Act, 1952
 - iii. The Factory Act, 1948
 - iv. The Contract Labour (Regulation) Act, 1970
 - v. The Payment of Bonus Act, 1965
 - vi. The Payment of Gratuity Act, 1972
 - vii. The Employees State Insurance Act, 1948
 - viii. The Employment of Children Act, 1938
 - ix. The Motor Vehicle Act, 1988
 - x. Minimum Wages Act, 1948
 - xi. Private Security Agencies (Regulation) Act 2005
- e) The agency shall alone be liable to pay compensation for any damage / death / injury sustained by the personnel or any other members of the agency as sustained by them in the course of their work / duty at the RGUKT Ongole and outside the RGUKT Ongole during the contract period.
- f) The selected agency will be responsible for compliance with all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at RGUKT Ongole.

- g) The selected agency shall also be liable for depositing all Taxes, Levies, Cess etc., & Income Tax to concerned tax authorities from time to time as per the rules and regulations on the matter.
- h) The selected agency shall maintain all statutory registers applicable under the Law. The agency shall produce the records on demand to the concerned authority of RGUKT Ongole or any other authority under Law.
- i) In case the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof RGUKT Ongole is put to any loss / obligation, monetary or otherwise, RGUKT Ongole will be entitled to recover such damage / loss out of the outstanding bills or from the Performance Security Deposit of the agency.
- j) The selected agency will indemnify RGUKT Ongole from all legal, financial, statutory, taxation, and any other liabilities.

63. Financial terms and conditions

- a) The present rate of Minimum wages payable as per Minimum Wages Act, EPF, ESI, Service Tax have been incorporated in Price Bid. Provision of Service Charges has also been incorporated in the Price Bid.
- b) The commission indicated in the Price Bid shall remain firm and fixed and no additional amount shall be paid during the period of contract, except increase /decrease on minimum wages, GST, EPF & ESI made by the Government of Andhra Pradesh.
- c) In the case of increase or decrease of minimum wages by the Government of Andhra Pradesh, the increased wages or decreased wages shall be adjusted in the payment to be made to service provider from the date of such increase or decrease. The service provider shall, in turn pay wages at such increased / decreased rates to the employees deployed by him on our Institute. Proof of payment shall be produced along with next bill as stated in tender document.
- d) **Minimum Daily Wages:** Minimum wages are to be paid as prescribed/notified by Labour Commissioner (State Govt. of Andhra Pradesh) or concerned department from time to time.
- e) No advance amount will be paid to agency.
- f) The proof of remittance of statutory deductions of PF, ESI, Service Tax, as appropriate, to the respective agency, for those employed at RGUKT Ongole, must be provided by the selected agency to RGUKT Ongole every month along with the bill, failing which the claim bill shall not be settled. These remittances/payments must be made in a separate challan specifically for the contract personnel deployed at RGUKT Ongole in the name of respective campuses name.
- g) The rates agreed upon except the remuneration paid to employee and service Tax as notified from time to time by the state Government shall remain unchanged until the expiry of contract period or till, they are amended by the RGUKT Ongole.
- h) The agency shall submit the bill, in triplicate, along with attendance sheet (attendance records as per Bio-metric attendance recording system which duly

verified and attested by RGUKT authorities) in respect of the persons deployed and submit to Finance Office at RGUKT Ongole by the third week of the subsequent month. The payment will be released within two weeks from the date of submission of such bills. The claims in bills regarding Tax if any should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount will be held up till such proof is furnished, at the discretion of RGUKT Ongole. The payment of the bill will be effected only on production of copy of the months wage sheet, ESI, EPF, and service tax remittance and half yearly / yearly return under the respective Acts.

- i) The monthly wages of the employees for a month should be paid on or before 5th of the succeeding month without waiting for the payment from the institute. **Failure to do so will result in levy of penalty of 0.5% of total bill per day.**
- j) TDS @ 2% shall be made from the amount payable to the Contractor. The TDS certificate will be issued by RGUKT Ongole. Payment of income tax on profits of the firm is the sole responsibility of the Contractor (agency).
- k) The contractor/service provider/agency will issue wage slips and employment cards as per relevant Act
- l) The contractor/service provider/agency will make payment to his employees through NEFT and produce the necessary documents in proof of payment. The contractor shall obtain signature or thumb impression of the workman on wage roll authenticated by the initials of the contract.
- m) The contractor must ensure that entitled wages of the workers are credited to their bank account on or before 5th of the succeeding month. Contractor shall not enjoy any relaxation in this matter. While submitting the bill, the service provider must file a certificate certifying the following:
 - i. Wages of the workers were credited to their bank account on _____(Date)
 - ii. ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Date). Copy of the Challan to be enclosed.
 - iii. EPF contribution relating to workers amounting to Rs. _____ was deposited on _____ (Date). Copy of the Challan to be enclosed.

64. Penalty: RGUKT Ongole shall be entitled to impose any penalty to the extent of Rs.10,000/- (Rupees ten thousand only) on the first occasion upon the agency in the event of breach, violation contravention of any of the terms and conditions contained the agreement brought to the notice. If the lapse is repeated, the extent of penalty will be doubled on each such occasion. The decision of the Director, RGUKT Ongole, in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below, but these are not exhaustive but illustrative and penalty may be imposed on any violation/breach or contravention of any of the terms & conditions as well as assigned duties and responsibilities.

- a) If the personnel are not found in proper uniform and not displaying photo identity card.
- b) If the personnel found indulging in smoking/drinking alcohol while on duty.
- c) If any personnel found performing the duty by submitting a fake name and address.
- d) If the personnel deployed are found absent from duty or sleeping or quarrelling with other colleague/s or staff members of the institute or any agency deployed staff members or watching videos on mobile phone or talking over the phone for a period of more than 3 minutes or found engaged in irregular and unprofessional activities.

65. Termination of the contract: The contract can be terminated under any of the following conditions:

- a) RGUKT shall be at liberty at its entire discretion to terminate the contract forthwith upon or at any time a breach or default of any of the terms and conditions contained herein or any other circular and/or rules framed subsequently, is committed by him and/or by his Security Guards/Supervisor employed by it.
- b) Insolvency or dissolution of the partnership firm or death or adjudications insolvent of any partner of the Security Agency.
- c) Liquidation, whether voluntary or otherwise or passing of an effective resolution for winding up, if it is a company or co-operative society.
- d) If any attachment is levied and continues to be levied for a period of seven days upon Security Agency effects or any individual/ partner for the time being of its firm or any member of its cooperative society.
- e) If any partner of its firm or any member of its co-operative society shall be convicted of any criminal offence.
- f) If Security Agency shall either by him or by his servants commit or suffer to be committed any act which, in the opinion of the Director of RGUKT, Ongole, whose decision in that behalf shall be final is prejudicial to the interest or good name of the Institute.
- g) Violation of the provisions of Contract Labour (R & A) Act 1970, Private Security Agencies (Regulation) Act 2005 and other acts, rules, schemes or notifications issued by the Central or AP State Govt. from time to time, as applicable.
- h) RGUKT Ongole, may at any time by giving 30 days written notice to the agency, terminates the Contract, for its convenience. The notice of termination shall specify that termination is for the RGUKT Ongole convenience, the extent to which performance of the agency under the Contract is terminated, and the date upon which such termination becomes effective.
- i) The agency shall give a notice of 3 months (90 days) before withdrawing their services from the RGUKT Ongole during the contract period. In case the service is not found to be satisfactory, the contract shall be terminated by RGUKT Ongole by giving notice of one month to this effect.

On termination/expiry of the contract, the, Security Agency will immediately remove all its personnel from the premises of the RGUKT Ongole.

66. Resolution of disputes: The RGUKT Ongole and the agency shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. The Director, RGUKT Ongole is the final authority for settling any disputes and the decision of the Director, RGUKT Ongole, in this regard shall be final and binding on all. If, after thirty (30) days from the commencement of such informal negotiations, the RGUKT Ongole and the agency have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party. The dispute resolution mechanism shall be as follows:

In case of a dispute or difference arising between the RGUKT Ongole and the agency relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996. All Arbitration proceedings shall be held within the Jurisdiction of Ongole(AP).

Annexure-1

Qualifications and Experiences of Manpower

A) Qualitative Requirements of Security Guard:

- Minimum Height, 160cms (female 150cms), weight according to standard table of height and weight, chest 80 cms with an expansion of 4 cms (for female no minimum requirement for chest measurements), eye sight - far-sight vision 6/6, near vision 0.6/0.6 with or without correction, free from color blindness, free from knock knee and flat foot, should be able to identify and distinguish color display in security equipment and read and understand display in English alphabets and Arabic numerals
- BMI should be below 25
- Able to walk and patrol 8 hours a day
- Climb steep stairs or ladder
- Physically fitness /Mental Fitness Certificate of the candidate /guard from the not below rank of the Govt. Civil Asst. Surgeon is to be submitted every year is mandatory
- Hearing: Should be free from hearing defects: Should be able to hear and respond to the spoken voice and the alarms generated by the security equipment.
- No history or presence of any psychiatric disorder
- Experience & Qualification: Security Guard shall be eligible unless he passed 8th Class and for supervisors, it shall be intermediate or SSC with two years of experience as security guard, five (5) years of experience as security Supervisor, and should have working knowledge of Telugu and English is mandatory to along with experience in firefighting /training with any Security Agency
- Age Limit: As per the norms.

B) No person who has been convicted by a competent court or who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed force soft he Union, State Police Organizations, Central or State Governments or in any private security agency shall be employed or engaged as a security guard or supervisor. No person who is facing criminal charges or being contemplated against him/her shall be deployed for watch and ward in the RGUKT Ongole.

C) Shift Hours: Below is the tentative schedule of the three shifts (tentative)

| | |
|-----------|-----------------------------|
| 1st Shift | 06.00 hours to 14.00 hours. |
| 2nd Shift | 14.00 hours to 22.00 hours. |
| 3rd Shift | 22.00 hours to 06.00 hours |

Annexure-2
Bidder Letter Form

From:
(Registered name and address of the bidder)

To
The Director
RGUKT Ongole
Prakasam District, Andhra Pradesh-516330

Sir,

Having examined the bidding documents and amendments there on, for providing security service at RGUKT Ongole- AP, in response to your tender call dated

1. I/We hereby offer to provide security service as listed in the schedule to this tender hereto as you may specify in the acceptance of Tender at the price given in the said Schedule and agree to hold this offer open for a period of 180 days from the date of opening of the tender.
2. I/we shall be bound by a communication of acceptance / rejection by RGUKT Ongole.
3. I/We have understood the scope of work, Instruction to bidders and terms and conditions of contract in the form as enclosed with the invitation to the tender and have thoroughly examined the requirements quoted in the conditions hereto and am/are fully aware of the nature of the service required and my/our offer is to provide security service strictly in accordance with the conditions and requirements.
4. Certified that ours is:
 - a) A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of the sole proprietor (OR)
 - b) A partnership firm, and the person signing this bid document is a partner of the firm and has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement /by virtue of general power of attorney (OR)
 - c) A company and the person signing the document is the constituted attorney/ authorized signatory.(NOTE: Strike out whatever is not applicable. All corrections/deletions should invariably be attested by the person authorized to sign the bid document).
5. I/We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding contract between us.
6. If bid is accepted, I/we undertake to:
 - a) Provide services/execute the work according to the time schedule specified in the bid document,

- b) submit the performance security deposit in accordance with bid requirements for the due performance of the contract, and
 - c) Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
7. I/We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Yours faithfully,

(Signature)

Dated this day of _____

Address:

Telephone: _____

FAX _____

E-mail _____

Annexure-3
Bidder Information Sheet

| | | |
|-----|---|--|
| 1. | Name of the organization: | |
| 2. | Year of establishment: | |
| 3. | Registered Office Address | |
| 4. | Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor / Partners / Directors / Managing Director / Chairman and Managing Director (Please use separate sheet if found necessary) | |
| 5. | Nature of the firm (Proprietorship/ Partnership/ Private Limited or Cooperative body etc.,) | |
| 6. | License number under Contract Labor (R&A) Act. | |
| 7. | License No. under Private Security Agencies (Regulation) Act 2005 | |
| 8. | Registration No of Firm | |
| 9. | PAN No. | |
| 10. | Provident Fund Account No. | |
| 11. | ESI Number | |
| 12. | Name & Designation of Authorized person: | |
| 13. | Phone No. | |
| 14. | Fax No. | |
| 15. | Email-ID | |
| 16. | Total No. of branch offices in AP | |
| 17. | Any other trade / business in addition to Security Services | |
| 18. | Total experience (Years / Months) in Security Services Field | |
| 19. | Have your Concern / Firm / Company ever changed its name any time? If yes, provide the previous name and the reasons there for? | |
| 20. | Were the Company / Firm ever required to suspend Security Services for a period of more than six months continuously after | |

| | | |
|-----|---|---|
| | you commenced the Security Services? If yes, state the reasons. | |
| 21. | Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract. | |
| 22. | Brief details of Litigations, if any, connected with Security Services work, Current or during the last three years, the opposite party and the disputed amount. | |
| 23. | Specify whether there are any issues / disputes against your Agency / Firm / Company are pending before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc., | |
| 24. | Give information, if any, regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved | |
| 25. | Details of Awards, if any received or Reviews in the Media, if any | |
| 26. | Bank Details of the Agency: | |
| | Bank Name | |
| | Bank Address | |
| | Bank Account Number | |
| | IFSC Code | |
| 27. | Bid Document Fee (Non-refundable) | Amount Rs. : DD No. : DD Date : Issuing Bank &Branch : |
| 28. | EMD | Amount Rs. : DD No. : DD Date : Issuing Bank &Branch : |

Place & Date: Bidder's Signature with Seal

Annexure-4
List of Major Customers (Both Ongoing and Completed)

| S.No. | Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made. | Nature or type of Security Services (viz., Security Services to educational institutions, Factory, etc.,) | Work order Value (Rs.) | Number of Security Guards and Supervisors deployed | Period of Contract | |
|-------|---|---|------------------------|--|--------------------|----|
| | | | | | From | To |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Annexure-5

CLIENTS CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR

Name and Address of Client:-

Name of Firm/PSA :-

Details of work executed by the Firm/PSA:-

| S.No | Activities | |
|------|---|--|
| 1. | Agreement No. and date | |
| 2. | contract/Actual Period of Services rendered | |
| 3. | Average number of Un-armed Security Guards deployed in last 3 years (approx). | |
| 4. | Name and Address of Authority under whom work executed. And also contact number and email address | |
| 5. | Attendance | |
| 6. | Record maintenance | |
| 7. | Crime detection and follow-up action | |
| 8. | Welfare Measure by the Agency to their staff | |
| 9. | Gadgets used (wireless, transport, Phone, torches etc.) | |
| 10. | Monitoring mechanism | |
| 11. | Liaison / Rapport with local police if necessary | |
| 12. | Behaviors with Staff and Guest | |
| 13. | Disciplinary action against security personnel or company if any | |
| 14. | Whether the PSA is complying with minimum Wages Act 1948, Employees Provident fund and Miscellaneous Provision Act 1952, Employees Deposit Linked Insurance Scheme 1976, Employees State Insurance Act 1948, Payment of Gratuity Act 1972, Payment of Bonus Act 1965 and all other Laws as applicable | |
| 15. | Violation of Labor Laws, if any | |

| | | |
|---|---|---|
| 16. | Did the Security Agency go for Arbitration/Default. If Yes, Total amount of claim | |
| 17. | Average Response time for deployment. (number of days) | |
| 18. | Quality of Work | |
| 19. | Comments on capabilities of the PSA | |
| 20. | Technical Proficiency regarding Labor laws | |
| 21. | Financial Soundness | |
| 22. | Mobilization of Manpower | |
| 23. | Quality of Manpower supplied for Security purpose | |
| Overall Rating of PSA on a score of 10 | | Marksawarded by Reporting Officer are: - /10 |

Signature of Reporting:

Officer with Office Seal:

Details of Officer:

NAME:

DESIGNATION:

MOBILE NO:

E-MAIL ID:

Annexure-6
Details of office/branch in AP

| S.No. | Full Address of Office | Contact person with phone No. | No of Employees |
|--------------|-------------------------------|--------------------------------------|------------------------|
| | | | |
| | | | |
| | | | |

Annexure-7
NON-BLACKLISTING CERTIFICATE

[To be submitted on letterhead]

I/We hereby certify that the ----- [Name of the company / firm] has not been ever blacklisted/debarred by any Central / State Government / Public Undertaking / Institute on any account.

I/We also certify that firm will be rendering the security services as per the conditions given by RGUKT Ongole and also abide all the terms and conditions stipulated in the bid document.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and RGUKT Ongole may imposed any action as per the rules.

Date :

Name :

Place :

Business Address :

Signature of Bidder :

Seal of the Bidder :

Annexure-08

Evaluation Matrix for Award of Contract

Name of the bidder: _____

Weightage of Technical Bid to be filled by the Agency/Contractor Weightage-50 Marks

| S.No | Description | Maximum Marks | Awarding Criterion | | Obtained Marks | Proof attached at Page No. |
|------|---|---------------|--------------------|---|----------------|----------------------------|
| | | | Marks | Criterion | | |
| 1. | Company Incorporation Documentary | 5 | 5 | Private Limited/ Limited Company/ Corporation | | |
| | | | 4 | Partnership with Limited Liability | | |
| | | | 3 | Partnership firm | | |
| | | | 2 | Single Person Company | | |
| | | | 1 | Proprietary firm | | |
| 2. | Private Security Agency (PSA) License and ISO Certification | 5 | 1 | PSA of Andhra Pradesh | | |
| | | | 1 | PSA of Any Second State | | |
| | | | 1 | PSA of Any Third State | | |
| | | | 1 | Registration with DGR | | |
| | | | 1 | ISO 9001:2015 certificate | | |
| 3. | Year of Experience in the Security Services | 5 | 5 | Above 15 | | |
| | | | 4 | 12-15 | | |
| | | | 3 | 9-12 | | |
| | | | 2 | 6-9 | | |
| | | | 1 | 3-6 | | |
| 4. | Average turnover (in | 5 | 5 | Above 10 to 15 | | |

| | | | | | | |
|----|---|----|----|---|--|--|
| | INR Cores) for the preceding three financial years | | 4 | Above 8 to 10 | | |
| | | | 2 | Above 3 to 5 | | |
| | | | 1 | 1.5 to 3 | | |
| 5. | FEEDBACK SCORE as per Annexure -5 (point ten scale) | 5 | 5 | 9 or above feed back score achieved in three or above contracts | | |
| | | | 4 | 8.5 to 9 feedback score achieved in two or above contracts | | |
| | | | 3 | 8 to 8.49 feedback score achieved in two or above contracts | | |
| | | | 1 | 7 to 7.99 feedback score achieved in two or above contracts | | |
| 6. | Total number of workers continuously on rolls for one financial yar will be verified from EPF Portal | 10 | 10 | Above 3000 | | |
| | | | 8 | 2500-3000 | | |
| | | | 6 | 2001-2500 | | |
| | | | 4 | 1501-2000 | | |
| | | | 2 | 1001-1500 | | |
| | | | 1 | 500-1000 | | |
| | | | 0 | 0-500 | | |
| 7. | No. of Contracts (each with annual valueabove30 lakhs) in the name of same [applying] firm for the preceding three | 10 | 10 | 5 and above | | |
| | | | 8 | 4 | | |
| | | | 6 | 3 | | |
| | | | 4 | 2 | | |
| | | | 2 | 1 | | |

| | financial years | | | | | |
|----|---|---|---|----------------------|--|--|
| 08 | Existing contracts (from Central/State Government Educational Institutions, Universities, and reputed educational institutions, | 5 | 5 | 5 or above contracts | | |
| | | | 3 | 4 contracts | | |
| | | | 2 | 3 contracts | | |
| | | | 1 | 1 contract | | |

FINANCIAL BID
RGUKT ONGALLEY CAMPUS

Price Bid Format

| Security Services | Percentage |
|--|-------------------|
| Agency commission in percentage on remuneration (excluding all statutory obligations) to be paid to the outsourcing employees. | |

1. Applicable TDS and GST shall be deducted monthly from the gross billed amount be paid to the contractor.
2. As per the Ministry of Finance OM No. 29/2014-PPD, dated 28-1-14, bids quoted **NIL service charges shall be treated as non-responsive.**
3. Variation of personnel (high/low) may be decided based on necessity of the institute and payment will be paid as per the actual.
4. Commission shall not exceed 5%.
5. All applicable payments and contributions to the employees shall be paid as per norms without any deviation and the contractor is liable for any violations of the applicable laws.

(Quote in the e-procurement portal only)

Letter Head of Chartered Accountant

Format of Turnover Certificate

The Turnover of Mr./Ms./M/s _____ for last two financial years as per his/her/their books of Accounts was as under:

| S. No. | Financial Year | Turnover (Lakh Rs.) |
|--------|----------------|---------------------|
| 01 | | |
| 02 | | |
| 03 | | |

Signature of Chartered Accountant

Name:

Membership No.:

Seal