

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	06-05-2025 16:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	06-05-2025 16:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Communications
Department Name/विभाग का नाम	Department Of Telecommunications (dot)
Organisation Name/संगठन का नाम	Director General Telecom Hq
Office Name/कार्यालय का नाम	Up East Lsa
क्रेता ईमेल/Buyer Email	adeta.upe-dgt-dot@gov.in
Item Category/मद केटगरी	Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard
Contract Period/अनुबंध अवधि	2 Year(s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	120061

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	26

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

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

Beneficiary/लाभार्थी :

AO CASH
O/o CCA, UP (East) payable at Lucknow
(Ao Cash)

MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

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

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

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

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

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope Of Work For the Service:[1745644970.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
30-04-2025 15:00:00	O/o Addl. DG(T), UPE LSA, Department of Telecommunications, GPO Compound, M.G. Marg, Hazratganj, Lucknow

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard (6)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential

Specification	Values
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	24
Qualification	High School
Ex Servicemen	Yes
Age Limit	Up to 55 years
Years of Experience	0 – 3 years
Additional Requirements for the Security Personnel	Driver's License
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Shaswat Srivastava	226001,O/O SR. DDG, DOT, UPE LSA, CTO COMPOUND, HAZARATGANJ, LUCKNOW	6	<ul style="list-style-type: none"> • Number of working days in a month : 30 • Tenure/ Duration of Employment (in months) : 24 • Basic Pay (Minimum daily wage) : 981 • Provident Fund (INR per day) : 117.72 • EDLI (INR per day) : 4.905 • ESI (INR per day) : 31.8825 • EPF Admin charge (INR per day) : 4.905 • Bonus (INR per day) : 0 • Optional Allowance 1 (in Rupees) : 0 • Optional Allowance 2 (in Rupees) : 0 • Optional Allowance 3 (in Rupees) : 0

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

1. Generic

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

2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. Purchase Preference (Centre)

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference,

the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 100% of total value.

4. **Certificates**

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

5. **Payment**

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

6. **Forms of EMD and PBG**

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

AO CASH, O/o CCA, UP (East) payable at Lucknow

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

7. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. Bidders should have registered in Uttar Pradesh and also have a Local office in Lucknow.
 - 1.1. For proof of registered office in Uttar Pradesh, any one document indicating that the bidder is having a n office in the Uttar Pradesh State may be attached such as Proprietorship / Partnership/Pvt. Ltd./Public Ltd ./GST registration/ITR etc.
 - 1.2. For local office in Lucknow, electricity bill, rent agreement, Proprietorship / Partnership /Pvt. Ltd./Public Ltd./GST registration etc
2. The bidder must have a valid Private Security Agencies (Regulation) Act, [PSARA] License/Certificate applicable for Uttar Pradesh having validity during the contract period.
3. The contractor will have the sole responsibility to engage the Security guards for 24x7 throughout the contract period. They shall not be engaged for more than 8 hours duty in a given day and a maximum 26/27 man-days will be allowed per 30/31 days of the months respectively. Also, the contractor will have to manage the Security Guards during the Leave periods.
4. The contractor shall submit bills after satisfactory completion of the work every month to the office along with satisfactory performance certificates issued by user premise. If any remarks regarding the non-performance etc., proportionate deduction will be affected from the Bills as per extant terms & condition of the Contract.
5. Whenever any increase in wages / allowances / bonus etc., during the contract period, the same has to be disbursed by the Contractor immediately on communication by the office.
6. The Service Charges are payable only for the contract personnel supplied on day-to-day basis. The Service Charges shall include Supervision Charges, if any, and other indirect labour expenses for taking Insurance under WC Act, providing Uniform, Safety shoes, socks, Helmet, and Identity Cards etc. and all payments made to the contractor for total bill will attract TDS (Tax Deduction on Sources) under IT Act. Service Charge will include Uniform, Shoes, ID card & other indirect labor expenses etc.
7. The service provider/contractor shall not take any type of registration charges or not make unauthorized deductions/collections from the wages/ or take any money from the contract Security Guards deployed in office and provide below undertaking before start of the contract:
"The Service Provider hereby undertakes not to charge any money/fees/deductions in whatever manner, n

ame or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at the Buyer's site. The Service Provider further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the Contract, in which case the Buyer and GeM shall have the right to take appropriate independent actions including termination of the Contract and actions as per GeM Incident Management Policy."

7.1. During each billing cycle, service provider will provide a certificate that any unauthorized deductions from the wages of the contract Security Guards or any money has not been taken from the contract Security Guards deployed in this office by the bidder.

7.2. In case, it is noted that bidder has taken any money/made unauthorized deductions it shall amount to bribe, appropriate legal actions as per extant laws including filing of FIR will be taken by this office.

8. The deployed Security Guards by the service providers are also required to submit a certificate each month (mentioning the payment/ arrear as well as EPF/ESI i.e. Salary Slip) through service provider that he has not paid or shall pay any money from his monthly wages to Service provider/or anybody. In case, it is found Security Guards have paid any money from his monthly wages to Service provider/or anybody it shall amount to bribe, appropriate legal actions as per extant laws including filing of FIR will be taken by this office against all concerned in chain/linkage.

9. The Service Provider shall be solely responsible for timely payment of take-home remuneration to the manpower and deposit of EPF and ESI (both employee and employer share), failing which deductions shall be made by buyer. The Service Provider shall submit before the Buyer Department one copy of the return within 7 days from the date of filing of monthly/ quarterly/ half yearly/ annual return if any before the EPF and ESI authorities. The Service Provider shall also submit copy of return for payment of EPF and ESI of previous monthly billing cycle along with the monthly bill.

10. The bidders/service providers are free to quote the percentage of service charge inclusive of GST higher than minimum prescribed (3.85%) over GEM keeping in view of above Additional Terms & Conditions, Qualifications and Scope of Work. However, the bid will be awarded to the bidder who has bided the lowest service charge inclusive of GST.

11. The service provider/contractors should have provided/supplied security guards of at least 20 persons of required qualifications in Govt/Private Organization during last 3 years. A certificate/self-certificate along with details of the offices for such deployment is to be provided by service provider.

12. The bidder has to read complete Scope of work carefully. Further, the bidder has to submit signed copy of Scope of Work.

13. The service provider will provide a tentative/provisional list of at least 12 eligible candidates of Security Guards in the bid to ensure that bidder is having sufficient manpower and capability for deployment in this office with following qualifications and skills:

13.1. The security guards should be ex-armed forces man, He should not be expelled /debarred from Armed Forces.

13.2. The security guards should be in sound health in general for carrying out works as stated in scope of works.

13.3. Qualifications: High School/ Metric or equivalent

13.4. Skills: Person should have adequate knowledge of English, Hindi and use of mobile phone. Person should have polite & courteous behaviour.

13.5. Pension Payment Order (PPO)/ Retirement Order of each candidate is to be supplied along with the list of the tentative/provisional candidates.

14. Following documents are to be attached along with the bid otherwise the bid will be rejected summarily: -

14.1. Copy of PSARA Certificate.

14.2. EMD or MSME certificate (if applicable). MSME Certificate should be of relevant category/ NIC code i.e. 8010 "Private Security Activities".

14.3. Proof of registered office in Uttar Pradesh and Local office in Lucknow.

14.4. GST registration number having registered in Uttar Pradesh.

14.5. Certificate/self-certificate (Experience Criteria and Certificate) for providing/supplying manpower of at least total 20 persons of required qualifications stated for Security Guards in Govt/Private Organization during last 3 years.

14.6. Tentative/provisional list of at least 12 eligible candidates of Security Guards for deploying in this office.

14.7. Signed copy of Scope of Work.

15. The bid shall be evaluated in chronological order from 14.1 to 14.7 and for other criteria required as per bid. In case any bidder is not meeting any criteria stated in para 14.1 to 14.7, the bid shall not be evaluated further and the bid shall be rejected summarily.

16. The bidder is supposed to meet all the criteria required as per bid to successfully qualify the first stage.

17. The Financial bid of those bidders, who successfully qualify the first stage, shall be opened.

18. Once bid is awarded, the service provider will provide a final list of 12 eligible candidates of Security Guards to this office before any deployment. The candidates as per final list shall be evaluated and if required

ed will be interviewed as per process decided by competent authority.

18.1. In case these 12 candidates of Security Guard are not found suitable by this office, service provider will provide additional candidates as per requirements by this office.

19. The office shall have right to ask to service provider to change any Security Guard without assigning any reasons.

20. The shortlisted Security Guards will be deployed in any one of the two offices presently operational in GPO, Hazratganj and RTTC, Ashiyana LDA Colony Lucknow or any other location in Lucknow as per requirement by this office.

21. The bidder shall not share IP address with another bidder(s) / use IP address of other bidder(s) for participating in bid on GeM. In case IP address of two or more bidders in the bid are same, all the bids with same IP address shall be treated non responsive and shall be rejected summarily.

22. DoPT vide order no. 49019/1/95-Estt (c) dated 19.07.2016 states that casual workers may be given one paid weekly off after six days of continuous work. Accordingly, security guard deployed in the office shall be paid by the bidder accordingly.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

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

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---