



TENDER DOCUMENT

(Security Services)

Tender Reference No: IBG/2025/002

Publish Date: January 04, 2025

A. Tender Details:

1. **Tender Publication Date:** January 04, 2025
2. **Last Date of Submission of Bids:** January 14, 2025, by 4:00 PM
3. **Bid Opening Date, Time, and Place:**
 - o **Date:** January 15, 2025
 - o **Time:** 4:00 PM
 - o **Venue:** IBGreens-APEX-BODY Office
4. **Type of Bid:** Two-bid system (Technical and Financial)

B. Introduction:

IBGreens Co-op Housing Association Limited ("IBGreens-APEX-BODY") invites sealed tenders from qualified agencies for providing **Security Services** for its residential complex. The Association consists of 17 high-rise buildings and common areas located at:

Indiabulls Greens, Village-Kon, Post – Ajavali, Tal- Panvel, Dist- Raigad, 410221.

The initial **contract period will be for one (1) year**, commencing on **February 01, 2025**, with a possibility of yearly extensions based on satisfactory performance and mutual agreement. The maximum tenure, including any extensions, shall not exceed five (5) years.

C. Scope of Work:

1. **Provision of Unarmed Security Guards (Male and Female).**
2. **Monitoring of CCTV and Other Surveillance Systems.**

SECTOR 2,3,4&5





3. **Access Control Management.**
4. **Regular Patrolling of Premises.**
5. **Deployment of Security Personnel** at designated sites.
6. **Duties of Security Personnel** include but are not limited to:
 - a. Protecting the premises from any unauthorized entry, robbery, or theft.
 - b. Reporting any legal or regulatory violations noticed during duty to the supervisor.
 - c. Maintaining entry/exit records in both a physical register and any app-based system as required.
 - d. Performing any other related tasks assigned by the authorized persons of IBGreens-APEX-BODY during working hours.
7. **Police Verification:** The antecedents of all deployed security staff must be verified by the local police. An undertaking confirming the same must be submitted to IBGreens-APEX-BODY.
8. **Identification and Uniforms:** Security personnel must wear proper uniforms and carry an identification badge. They should also carry a whistle with a whistle cord.
9. **Medical Check-ups:** The service provider must ensure an initial medical check-up at the time of induction and conduct annual medical check-ups thereafter.

D. Eligibility Criteria:

1. The bidder must have **at least ten (10) years** of experience in providing security services.
2. The bidder must hold **valid certifications and licenses** as required by statutory regulations.
3. The bidder must submit **financial statements** (audited) for the last **three (3) financial years** demonstrating financial stability.

E. Submission of Tender:

1. **Tender fee:**





Each bidder is required to pay a **non-refundable tender fee of INR 1,500** via Google Pay. A copy of the Google Pay transaction receipt must be attached to the tender documents when submitting the bid.



2. Technical Bid:

- Must be submitted in a sealed envelope clearly marked as “**Technical Bid – Security Services IBG/2025/002.**”
- All requisite supporting documents (licenses, registrations, financial statements, etc.) must be enclosed.

3. Financial Bid:

- Must be submitted in a **separate** sealed envelope clearly marked as “**Financial Bid – Security Services IBG/2025/002.**”
- A signed copy of the tender document (each page initialed by the authorized signatory) must be included with the financial bid.

4. Deadline: Bids (both Technical and Financial) must be received by **January 14, 2025 (4:00 PM)** at the designated address.

5. Opening of Bids:

- The bids will be opened on **January 15, 2025 (4:00 PM)** at the IBGreens-APEX-BODY Office, in the presence of those bidders who choose to attend.

F. Payment Terms:

1. **Invoicing:** Payments will be made within **60 days** of receipt of an undisputed invoice, complete in all respects.
2. **Undisputed Invoice:** An invoice shall be deemed undisputed only if it includes all required documentation and no objections have been raised by IBGreens-APEX-BODY regarding the services rendered.





G. Evaluation Criteria:

1. Technical Competence

- Familiarity with modern security systems such as biometric access controls, CCTV cameras, and alarm systems in high-rise buildings.

2. Financial Stability

- Submission of audited financial statements for the last three years.
- Demonstrated **annual turnover of at least INR 1 Crore** for the past three financial years.

3. Previous Experience

- Minimum of **3 years** in providing security services, preferably in residential societies or similar establishments.

4. Statutory and Regulatory Compliance

- Compliance with labor laws (Provident Fund, ESI, minimum wages, etc.).
- Self-attested copies of all necessary licenses must be attached with the technical bid.

5. Operational Capabilities

- Ability to provide sufficient manpower and logistical support to meet the security needs of the Society.

6. Training and Skill Levels

- Evidence of adequate training in fire safety, emergency response, and first aid.

7. Local Presence

- Preference for agencies with a local office in or around the Pandal region for better coordination and quick response.
- Must have at least **75 guards** in the vicinity (mandatory).

8. References

- Submission of client references/testimonials from other housing societies or establishments of similar size and requirements.





9. Quality of Proposal

- Clarity, completeness, and professional presentation of the tender submission.

10. Cost Effectiveness

- While important, cost is **not** the sole criterion; the Society will look for the best balance of quality and cost.

11. Adherence to Timeline

- Commitment to commence services by **February 01, 2025** or another date specified by IBGreens-APEX-BODY.

12. Innovation and Additional Services

- Any extra or innovative services offered beyond the basic requirements.

13. Dispute Resolution Mechanism

- Clear and effective grievance redressal and dispute resolution process.

14. Insurance and Indemnity

- Adequate insurance coverage for security personnel and indemnity clauses to protect the Society from potential liabilities.

H. Terms and Conditions

i) General Terms:

1. Submission Deadline:

- Technical bids must be received by **January 14, 2025 (4:00 PM)**. Bids submitted after this deadline will not be considered.

2. Financial Bid Opening:

- Only agencies that **qualify in the Technical Bid** stage will have their financial bids opened.

3. Validity of Tenders:

- Tenders must remain valid for **30 days** from the date of submission.

4. Acceptance/Rejection Rights:





- IBGreens-APEX-BODY reserves the right to accept or reject any or all bids without assigning any reason.

5. Modification of Criteria:

- IBGreens-APEX-BODY Management Committee may modify any of the criteria as deemed fit.

6. Canvassing:

- Any form of canvassing shall lead to automatic disqualification.

ii) Two-Stage Evaluation Process:

1. Technical Evaluation:

- The Technical Bid should be in a separate sealed envelope, marked “Tech Bid – Security Services IBG/2025/002.”
- Evaluation will be based on compliance with the **Evaluation Criteria** listed above.
- Only bidders meeting all technical requirements proceed to the Financial Bid stage.

2. Financial Bidding:

- Financial Bids of only those bidders who qualify technically will be opened.
- The Financial Bid should be in a separate sealed envelope, marked “Financial Bid – Security Services IBG/2025/002.”
- The lowest bid is **not** automatically the winning bid. Overall value, quality of service, and personnel skill level are also considered.

3. Contract Award:

- The successful bidder will be notified in writing.
- They must execute a formal contract within **15 days** of notification and submit the required **Security Deposit** (in the form of a Demand Draft).
- Failure to finalize the contract within the stipulated time may result in bid security forfeiture and disqualification.

I. Payment Terms:





1. Monthly Invoicing:

- Payment is made monthly upon satisfactory completion of services.

2. Penalties:

- Delays or service failures may attract penalties, as specified in the contract.

J. Penalties and Termination:

1. Termination Rights:

- In the event of any breach of terms, either party can terminate the agreement by giving **30 days' notice** in writing.

2. Delay in Deployment:

- If the Service Provider fails to deploy guards on time, **two (2) days' salary** per day of delay may be deducted.

3. Misconduct:

- Security personnel found misbehaving or engaging in violent behavior must be replaced immediately, and a fine of **INR 1,000** may be levied on the Service Provider.

4. Unauthorized Work:

- If a guard is found doing any other work during duty hours, immediate replacement is required, with a **INR 1,000** fine imposed on the Service Provider.

5. Unscheduled Absence:

- If a guard is absent without notice or prior approval and no substitute is provided, the Service Provider will pay a penalty equal to the wage of the absent guard plus **INR 1,000**.

K. Special Conditions of Contract:

1. Loss Recovery:

- Any loss to IBGreens-APEX-BODY due to a lapse by the Contractor, as determined by an internal inquiry, may be recovered from the Contractor.





2. Wage Payment:

- The Service Provider shall first pay salaries/wages to its personnel and then seek reimbursement from IBGreens-APEX-BODY, providing all statutory documentation and proof of payment.

3. Escalation Matrix:

- The bidder must provide an escalation matrix of contact numbers for service support.

4. Selection of Staff:

- The agency shall propose candidates; IBGreens-APEX-BODY reserves the right to accept or reject any candidate.

5. Character Certificate:

- The agency must obtain a character certificate for each hired staff from at least one local individual.

6. Licenses and Registrations:

- The Service Provider must possess all relevant labor licenses and registrations.

7. No Sub-Contracting:

- The Service Provider shall not subcontract any part of the work.

8. Timely Salary Payment:

- Salaries must be disbursed by the **10th of every month**, with supporting documents submitted to IBGreens-APEX-BODY.

9. Working Hours:

- Preferred shifts are **8 AM to 8 PM** and **8 PM to 8 AM** (two shifts).

10. Attendance Tracking:

- Security staff must upload their attendance photo daily in the VMS system and WhatsApp group designated by IBGreens-APEX-BODY.

11. Random Verification:

- If a staff member is found absent during random checks, **two (2) days' salary** for that staff will be deducted from the Service Provider's bill.





12. Emergency Leave Coverage:

- The Service Provider shall maintain additional staff to cover emergencies or unexpected leaves.

13. Liability for Loss or Damage:

- Any financial or physical loss caused by the deployed staff to IBGreens-APEX-BODY will be recovered from the Service Provider's bill.

14. Alternate Arrangements:

- If the Service Provider fails to provide manpower, IBGreens-APEX-BODY may engage an alternative agency and recover any additional costs from the Service Provider.

15. No Employer-Employee Relationship:

- IBGreens-APEX-BODY does not recognize any employer-employee relationship with the contractor's staff.

16. Staff Records:

- The Service Provider must maintain complete records (resume, photo, experience, qualification, police verification) of each deployed staff member.

17. Jurisdiction:

- In case of disputes, the courts in **Panvel** shall have jurisdiction.

18. Statutory Compliance:

- The Service Provider must comply with all relevant laws (e.g., Minimum Wages Act, Contract Labour Act, PF, ESIC, Bonus, Gratuity).

19. Mode of Payment by IBGreens-APEX-BODY:

- Payment to the Service Provider shall be made **monthly** (INR) by cheque or any other accepted mode.

20. Adjustment in Manpower Requirements:

- The number of guards may increase or decrease based on the needs of IBGreens-APEX-BODY.

21. Independent Relationship:





- Nothing in this contract implies an obligation on IBGreens-APEX-BODY to offer permanent employment to the contractor's staff.

22. Force Majeure:

- War, insurrection, government restraint, disasters, or any other force majeure events shall extend the contract period equal to the time of disruption. No additional compensation is due for such events.

23. Bid Price:

- Bidders must quote service charges inclusive of all taxes/duties.
- Any required recovery shall be pursued under relevant acts, such as the Revenue Recovery Act or Civil Act.

24. Contract Duration and Renewals:

- The work contract is initially for **1 year**, starting **February 01, 2025**.
- Subject to satisfactory performance, it may be renewed annually, up to a maximum of **5 years**.
- Rates remain **firm and fixed** during the contract term, unless mutually agreed otherwise.

25. Age of Personnel:

- Deployed security staff must be over **20 years** and under **55 years** of age.

L. Compliance:

The awarded Service Provider must comply with all statutory and regulatory requirements, including labor laws and safety regulations, throughout the contract period.

M. Contact Information:

- **Name:** Mr. Ravindra Kumar Srivastava
- **Position:** Secretary, IBGreens CHA Ltd.
- **Email:** Tenders@ibgreens.in
- **Phone:** +91 9004659615





Note:

1. Attach all required documents as per this tender. Incomplete bids will be disqualified.
2. Submit documents in **two separate envelopes** (Technical Bid and Financial Bid).
3. **Hard copy submissions only**; bids sent via email will not be accepted.
4. A **signed** copy of this tender document (all pages) should accompany your **Financial Bid**.
5. The provided mobile number is for **urgent communications only**.
6. Interested parties may visit the Association campus with prior intimation for inspection.

Bid Submission Address:

C/o Mr. Ravindra Kumar Srivastava, Secretary

IBGreens CHA Ltd.,

Apex Office, Ground Floor Building
No 17G1, Sector 4, Indiabulls Greens,
Kon, Panvel, Raigad 410221

s/d

for IBGreens-APEX BODY





PRICE BID FORMAT

Sl. No.	Particulars	No. of Persons (A)	All-Inclusive Rate per Day (₹) (B)	Total (₹) (C = A × B)
1	Security Guard (12 hours duty)	14	[•]	[•]
2	Security Supervisor (12 hours duty)	2	[•]	[•]
Total for One Day (D)				[•]
Total for One Year (E = D × 365)				[•]

Note:

1. The prices quoted should be **inclusive of all taxes, duties, service charges, and any other associated costs** (e.g., materials, equipment, uniforms, training charges, etc.).
2. The **number of personnel (A)** may increase or decrease based on final evaluation by the Management Committee.
3. Values indicated as [•] are placeholders; please replace them with appropriate figures.





Checklist for Submission of Documents

S. No.	Document Name / Description	Enclosed? (Yes/No)	Remarks
1	Tender Document (signed and stamped on every page)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
2	Covering Letter (on official letterhead)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
3	Technical Bid Envelope(Clearly marked as “Technical Bid”)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
4	Financial Bid Envelope(Clearly marked as “Financial Bid”)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
5	Company Registration Certificate (e.g., Certificate of Incorporation, Partnership Deed, etc.)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
6	Valid Licenses & Statutory Registrations (e.g., Security Agency License, Labour License)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
7	PAN Card & GST Registration	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
8	ESI & PF Registration Certificates	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
9	Audited Financial Statements (for the last 3 financial years)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
10	Turnover Statement (certified by a Chartered Accountant)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
11	Experience Certificates/Work Orders (minimum 10 years in security services)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
12	Client Reference Letters/Testimonials	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
13	Proof of Minimum 75 Guards in Vicinity (roster, work order or assignment list)	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
14	Tender Fee Payment receipt (Rs. 1500/-) – Non refundable	<input type="checkbox"/> Yes / <input type="checkbox"/> No	

Instructions:

1. Ensure Technical Bid and Financial Bid are in separate sealed envelopes, each clearly labeled.
2. Include all documents supporting your technical qualifications and statutory compliance in the Technical Bid envelope.





3. Enclose the signed and stamped tender document (all pages) in the Financial Bid envelope, along with your commercial/price offer.
4. Double-check submission deadlines and address details to avoid disqualification due to late or misdirected proposals.
5. Any document not enclosed or incomplete could result in disqualification or delay in evaluation.

NOTE - Use this checklist to verify that you have compiled all required materials before submitting your tender.

End of Document

ESTD

2024

IBGREENS

