

To,
M/s. _____

NIT No: SCHSL/SECURITY SERVICES/2025/

Dated:28.02.2025

Sub: Notice Inviting Tender (NIT) for providing Security Services in the premises of Shelter Co-operative Housing Society Ltd. (SCHSL), 77CC/02, VIP Road, Kolkata-700052.

Sir/Madam,
Shelter Co-operative Housing Society Ltd. (referred herein as SCHSL) invites sealed Tenders under two bid system i.e **Technical Bid – Part A and Financial Bid- Part B** for the subject job. Interested parties fulfilling eligibility criteria may apply on prescribed Tender Documents Form.

In respect of any Technical clarifications, Shri M N Pal, Convener, Security Committee, (Mob. No. 9830665941) be contacted with prior appointment.

1. **Annexure I-General Terms & Conditions governing the Notice Inviting Tender (Page-3-6).**
2. **Annexure II-Scope of Work (Page-7-11).**
3. **Annexure III- Specific Terms & Conditions, which are irrevocable pertaining to the Scope of Work of the contract. (Page- 12-17).**
4. **Annexure IV- Proforma for Technical bid along with check list -Part-A (Three Pages) which deals with Technical Bid.The entire Annexure IV to be filled up & submitted in the envelope marked as Part-A (Page 18-20)**
5. **Annexure V- Proforma for Financial Bid-Part-B which deals with Price Bid, to be filled up and submitted in the envelope marked as Part-B.(Page- 21)**

Guidelines for submission of Tender:

Envelope-(I)-Technical Bid (Part-A) be submitted in a separate sealed envelope super-scribing "**Technical Bid -Part A; NIT No. SCHSL/SECURITY SERVICES/2025/---- dated: 28.02.2025**" along with the Earnest Money by way of Demand Draft/Banker's Cheque for an amount of Rs.10,000/- (Rupees Ten Thousand Only) favouring '**Shelter Cooperative Housing Society Ltd.**', payable at Kolkata along with other documents as per Technical Bid.

Envelope-(II)-Financial Bid be submitted in another separate envelope super-scribing- "**Financial Bid - Part B; NIT No.:SCHSL/SECURITY SERVICES/ 2025/-- --dated:28.02.2025...**

Envelope – (III) Both the above two envelopes further be sealed in Third Master envelope super scribing "**Quotations against NIT No. SCHSL/SECURITY SERVICES/2025/----- dated:28.02.2025.**" Due on:22.03.2025.by 14:30 hrs. and be submitted in the Tender box kept with the Shelter Co-operative Housing Society Ltd.'s office at the following address :-

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**SHELTER CO-OPERATIVE HOUSING SOCIETY LTD.,
FLAT NO :77CC/02, ANUPAMA HOUSING COMPLEX,
PHASE-II, VIP ROAD, KOLKATA- 700052**

Last date/time for submission of Tender(s): 14:30 hrs on date-22.03.2025.

Date and Time of Opening of Technical Bid-PartA:15:00 hrs.on date 22.03.2025.

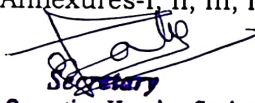
Financial Bids for those of the Tenderers who qualify in the Technical Bid would be opened at the society's office at above address at 17:45 hrs. on 28.03.2025.

Tenderers who wish to be present at the time of opening of Technical Bid may do so.

SCHSL reserves the right to reject any tender in part or full or annul the tender processing without assigning any reason thereof.

**Secretary,
Shelter Co-operative Housing Society Ltd.**

Encl.: Annexures-I, II, III, IV & V


Secretary
Shelter Co-Operative Housing Society Ltd.
Anupama Housing Complex, Phase-II
VIP Road, Kolkata-700 052
NB: Cost of the NIT Documents: Rs.300/- only.



Annexure-I

NTT No.: SCHSL/SECURITY SERVICES/2025/

Dated:28.02.2025

GENERAL TERMS & CONDITIONS

1. 'SCHSL' as used in the Notice Inviting Tender (NTT) document means Shelter Co-operative Housing Society Ltd. located at SHELTER COOPERATIVE HOUSING SOCIETY LTD., 77CC/02, ANUPAMA HOUSING COMPLEX, PHASE-II, VIP ROAD, KOLKATA - 700 052.
2. The "Tenderer" / "Contractor" and/or "Party", as used in the Tender document, shall mean the one who has signed the tender form and submitted the quotation in response to our Notice Inviting Tender.
3. **Title of the job:** Annual contract for providing Security Services in the premises of Shelter Co-operative Housing Society Ltd., located at Flat 77CC/02, ANUPAMA HOUSING COMPLEX, PHASE-II, VIP ROAD, KOLKATA 700052
4. **Contract period:** The Contract will be valid for a period of 01 year (One) commencing within 07 days (seven) days from the date of award of the work. The contract may be extended for a further period of 01 year (one) on the same terms and conditions as mutually agreed upon.
5. **Scope of Work** as detailed in Annexure-II.
6. The technical bids will be opened first. In selecting technically suitable parties, the decision of SCHSL will be final and binding. Financial bids of only those tenderers who qualify in the technical bid will be opened.
7. **The tenderers are required to submit Technical Bid and Financial Bid in separate envelopes AND BOTH THE SEALED ENVELOPES ARE TO BE SEALED IN THIRD MASTER ENVELOPE.** In case both the tender forms Part-A (Technical Bid) & Part-B (Financial Bid) is not sealed separately and are received in a single sealed cover, said tender(s) shall be disqualified to participate in the tender proceedings at the threshold.
8. Tenders received after due date and time will not be entertained/considered. Tenderers submitting the Tender through post or courier will do so at their own risk and if such sealed Tender documents are received after the due date and time for any reason whatsoever the tender(s) shall not be considered and no correspondence in this regard will be entertained whatsoever by SCHSL.
9. Tenders should be filled only in prescribed forms duly signed and stamped and prices be clearly written/ typed both in words and figures without any overwriting. No corrections and/or overwriting in any part of the Tender documents is permissible and the same, if found, shall render the bid liable to be rejected. Incomplete Tender is liable to be rejected.
10. Tenderers are advised to study the tender documents carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.



11. Conditional bids will not be accepted and are liable to be rejected without assigning any reason.
12. It will be imperative for each Tenderer to fully acquaint himself with the local conditions and factors which may have an effect on the performance of the Contract and/or on the cost.
13. Bids prepared by the tenderer shall contain all requisite information along with self attested supporting documents as per details in Technical Bid-Part A.
14. Tenderers are required to submit price bid that will be valid for the entire period of contract.
15. **Earnest Money Deposit** –Tenderers have to deposit Earnest Money (EMD) of Rs.10,000/- along with their Technical bid. It may be paid either through Bank Draft/Banker's Cheque drawn in favour of 'Shelter Cooperative Housing Society Ltd.', payable at Kolkata. No other mode of payment is acceptable.
 - a. Earnest Money deposit will not carry any interest.
 - b. Earnest Money deposit amount in respect of successful tenderer can be adjusted against Security Deposit.
 - c. EMD of the unsuccessful tenderers will be refunded within one month from the date of finalization of the contract.
 - d. In case the successful tenderer fails or refuses to accept the contract in full, the Earnest Money deposited by the party will be forfeited.
 - e. Tenderers received without EMD shall be rejected outright.

16. Security Deposit:

- a. The successful Tenderer(s) will be required to deposit Rs. 30,000/ (Thirty thousand) towards security deposit. EMD of successful tenderer amounting to Rs. 10000/- will be converted into Security Deposit. The balance amount of security deposit of Rs. 20000/- (Twenty thousand) to be deposited within two weeks from date of the Work Order, by Demand Draft/Banker's Cheque in favour of ' Shelter Co-operative Housing Society Ltd.', payable at Kolkata.
- b. Security Deposit will not carry any interest.
- c. Security Deposit will be refunded only after successful discharge of all the contractual obligations. Penal amount (if any) towards damage of society's property shall be recovered from the security deposit amount.
- d. Security Deposit will be forfeited in the event of the contract offered is not being fulfilled by the Contractor.



17. Tender Eligibility Criteria & Submission Requirements:

The bid submitted by the Tenderer must include all necessary information and supporting documents as specified in **Technical Bid Form – Part A**. The eligibility criteria are as follows:-

1. Eligibility Requirements:

The Tenderer must possess the following at the time of bidding:-

- a. A valid license under **Private Security Agencies (Regulation) Act, 2005 & West Bengal Private Security Agencies (Regulation) Rules, 2007**;
- b. A license under the **Contract Labour (Regulation & Abolition) Act, 1970**;
- c. Registration under the **Employees' Provident Fund Organisation (EPFO) and Employees' State Insurance Act, 1948**;
- d. **PAN Card**;
- e. A valid **GST Registration Certificate** (wherever applicable as per rules. If not, justification along with documentary evidence must be submitted);
- f. **Trade Licence**, if applicable.

2. Experience Requirement:

The Tenderer must be a firm, company, or proprietor with at least three (3) years of experience in providing security services to **Government organizations/Corporate entities/Private Companies or Housing Societies**. Relevant proof of experience must be submitted.

3. Financial Criteria:

The Tenderer must have a **minimum annual turnover of Rs. 10 lakh** in each of the last two financial years. Supporting documents, such as an **audited balance sheet, profit & loss account, or a certificate from a Chartered Accountant**, must be provided.

Important Notes:

1. Manpower requirement:

- The tenderer must deploy at least 6 security personnel for providing security services at the premises of SCHSL on round the clock basis (at least two shifts shall be maintained).

2. Document Submission:

- All required documents must be **self-attested** and submitted along with **Technical Bid – Part A**.
- Failure to provide the necessary information and documents will result in the **rejection of the tender**.



3. Verification & Contract Award:

- The award of work is subject to compliance with the eligibility criteria;
- If, at any stage during the tender process or even after the award of the contract, it is found that the Tenderer **did not meet the prescribed eligibility criteria**, the tender will be **rejected** or, if already awarded, the contract will be **terminated**.

4. Communication Details:

- The Tenderer must provide an **official mailing address, telephone number, and fax number** for correspondence with SCHSL;
- Any change in address must be **immediately communicated** to SCHSL.

5. Right to Accept/Reject Bids:

- SCHSL reserves the right to **seek clarifications** from any Tenderer whenever necessary;
- SCHSL retains the absolute **right to accept or reject any bid, annul the tender process, or reject all bids at any stage**, without incurring any liability or obligation to inform the Tenderers of the reasons for such actions.

6. SCHSL reserves the right to write to the Security Service Providers located in and around Shelter Co-operative Housing Society Ltd, (if deemed necessary), for participation (in case interested) to submit sealed tender against this NIT in our endeavour to get more number of competitive bids.

7. Tenderers who will download NIT documents from our website www.shelteranupama.org shall deposit Rs.300/-only at society's office at the time of their site visit but prior to submission of their tender due at 14.30 hours on 22.03.2025.

Secretary,
Shelter Co-operative Housing Society Ltd.



Secretary
Shelter Co-Operative Housing Society Ltd.
Anupama Housing Complex, Phase-II
VIP Road, Kolkata-700 052



Annexure-II

NIT No.: SCHSL/SECURITY SERVICES/2025/

Dated:28.02.2025

"SCOPE OF WORK"

STANDARD OPERATING PROCEDURE (SOP) & KEY RESPONSIBILITY AREAS (KRAs) FOR SECURITY PERSONNE ARE AS STATED BELOW:-

Instructions:

All security personnel must strictly adhere to instructions issued by their superior officers or by the Director/Office-bearers of Shelter Co-operative Housing Society Ltd. (SCHSL), whether communicated in writing or verbally.

1.0 Discipline & Conduct:

Security personnel must maintain discipline and display courteous behavior towards:

- a. Residents/occupants;
- b. Visitors and guests;
- c. General public;
- d. Personnel of other service providers;
- e. Fellow security guards and colleagues.

1.1 Uniform & Grooming:

- a. Security personnel must wear a **complete uniform** including headgear, while on duty.
- b. Hair should be kept **short, neat and tidy** at all times.

1.2 Work Procedures:

1.2.1 Alertness & Conduct:

- a. Security personnel must remain alert at all times during duty.
- b. Chit-chatting in shops nearby or within the complex premises is strictly prohibited.
- c. Learning against walls or appearing sleepy while on duty is not allowed.

1.2.2 Duty Responsibilities:

- a. Guards must not leave their posts unless relieved by a replacement.
- b. Sleeping, neglecting duties or failing to report incidents is prohibited.
- c. Any untoward incidents must be reported immediately to Mr.Sunil Ghosh, Office Manager, SCHSL.

1.2.3 Prohibited Activities:

- a. Consumption or influence of alcohol/drugs while on duty is strictly forbidden;
- b. Security guards must not take possession of any unattended items or valuables without authorization;
- c. Carrying video instruments or cameras without prior approval is not allowed.



1.2.4 Behavior & Discipline:

- a. Security guards must not quarrel, use abusive language or behave inappropriately with residents, visitors or colleagues, except in self-defense;
- b. Cooking food within the security/complex area is not permitted;
- c. Security guards must not linger around their post while off-duty or on leave or after shifts.

1.2.5 Vehicle & Premises Vigilance:

- a. Security personnel must keep a close watch over cars and other vehicles in the parking areas across all building blocks.

1.2.6 Background Check:

- a. All security personnel deployed at Anupama Housing Complex, Phase-II (SCHSL) must have a clean/no criminal record;
- b. Individuals with any criminal background must not be assigned under any circumstances.

1.2.7 Health Requirements:

- a. Security personnel must be physically and mentally fit to perform their duties effectively.

1.2.8 Equipments:

- a. Security personnel must be equipped with essential items including a notebook, pen, whistle, baton, ID tag, torch, raincoat and umbrella etc.

2.0 Log Books:

- a. All security personnel must maintain diaries and record books in good order;
- b. These records must be presented for verification by superiors or by SCHSL's Office-bearers as when required.

2.1 Record-Keeping & Incident Reporting:**2.1.1 Incident Report Book:**

- a. Security personnel must document all untoward incidents occurring within the society premises including details of occurrences, actions taken, and follow-up measures thereof;
- b. Records should be maintained systematically by the security personnel and the records are to be treated as private and confidential.



2.1.2 Required Information In Reports:

- a. **Reporter's Details:** Full name, designation and ID number of the reporting individual;
- b. **Incident Details:** Date, time and location of the incident;
- c. **Persons Involved:** Names, identification details, nature of damages, type of incident and any other relevant information.

2.1.3 Visitors' Log Book:

- a. Visitors entering between **9AM and 6PM** must register at **Security Gate No.1** providing their name, designation, mobile number and organization.
- b. **Guests of residents are exempted** from registration.

2.1.4 Contractors' Log Book:

- a. Contractors performing renovation, repairs or maintenance must register and to obtain a **Contractor's pass** from Security Gate No.1;
- b. In respect of all contractors, entry and exit of materials with gate pass issued by the competent authority must be checked and must be recorded in a register;
- c. Contractor's personnel as well as vendors (newspaper, milk, groceries etc.), cooks and maid-servants, **must not enter via Security Gate No.2;**
- d. Security personnel at Security Gate No. 1 shall ensure that contractor's personnel **must leave the complex premises by 6 PM;**
- e. Vendors, cooks and maid-servants must obtain a **gate pass** by submitting a **passport-size photo, PAN, and Aadhaar card** at the Society's office.

2.2 Shelter's Security Gate No.2

- a. **Only residents (and their vehicles) of Anupama Phase-II & Phase-III and their guests** may use Security Gate No. 2;
- b. **Security Gate No.2 will remain closed from 11:00 PM to 6:30 AM** for security reasons;
- c. Residents of Anupama Phase-III may use Gate No.1 between 11:00PM and 6:30 AM.

3.0 General Emergency Procedures:

(i) Electrical Breakdown/Power Failure

- a. Security personnel at Security Gate No. 1 must immediately contact the electrical maintenance staff & also inform electrical maintenance convener and record **date, time, actions taken, and expected restoration time;**
- b. If caused by switch board malfunctioning, maintenance personnel must be informed urgently;
- c. **After operational hours**, security personnel at Security Gate No. 1 must contact the electrical maintenance convener or designated office-bearers;
- d. **Generator Set at Gate No.2 must be activated** in case of a power outage;
- e. Minor electrical complaints lodged by the residents at Security Gate No. 1 must be referred urgently to electrical maintenance convener.



(ii) Fire Alarm Activation:

- a. Security personnel at Security Gate No.1 must check the fire alarm panel(if installed), **mute the buzzer**, and isolate the affected zone;
- b. Security Guard at Security Gate No. 1 must **inspect the area** to determine if the alarm was falsely triggered;
- c. If a **small fire** is detected, it must be extinguished using **fire extinguishers**;
- d. If the fire **spreads**, security personnel at Security Gate No. 1 must:

- i) **Contact the Fire Brigade immediately;**
- ii) **Use the nearest fire hose (if available)** until help arrives;
- iii) **Simultaneously Inform the Security Convener and the Secretary of the, Society for advice.**

(iii) Lift Breakdown:

- a. Security personnel at Security Gate No. 1 must immediately **assist to rescue trapped individual(s)** and contact the lift maintenance staff;
- b. If the breakdown occurs **after operational hours**, the lift maintenance convener must be informed;
- c. **Lift complaints** logged at Security Gate No.1 must be addressed promptly.

(iv) Flooding:

- a. Security personnel must **report pipe bursts (if any)** to the maintenance staff & Society Office-bearers;
- b. Immediately **shut-off of the nearest supply valve** must be coordinated.

(v) Accidents/Injuries:

- a. Security personnel must provide **first aid** for minor injuries;
- b. In severe cases, the **SCHSL's Secretary must be informed for his advice in respect of medical assistance.**

(vi) Suspicious Persons:

- a. Security personnel must attempt to **disperse unruly individuals**;
- b. If necessary, the **Society's Secretary should be contacted for his advice for police intervention.**

(vii) CCTV Surveillance:

- a. Security personnel must **systematically monitor CCTV cameras** at all entry points and installed in the common areas;
- b. Any malfunctioning of CCTV Camera(s) must be reported to the **Security Convener** for immediate action.

(viii) Lighting System:

- a. Security personnel must report any short fall in illumination in the common areas;
- b. Any lighting malfunctioning be reported to Security Convener for prompt action.

(ix) Visitor Management System:

- a. Security personnel at Security Gate No.1 shall operate the **visitor management system** on its implementation.





(x) Security Personnel Deployment & Patrolling Schedule:

Security personnel shall be stationed at the security posts as mentioned herein below
(Minimum total number of Security personnel to be deployed: Six):-

(x.1) During day time (8 AM to 8 PM):

- > **At Security Gate No. 1** - Security guard of this post besides his duties as stated at Item No.2.1.3, 2.1.4 & 3.0 shall also **a)** patrol internal roads adjacent to AA building blocks including its back side common area and back & front side roads of 73CC & 72CC buildings **b)** keep a close watch over cars & other vehicles in parking areas of 1AA, 2AA, 72CC & 73CC buildings **c)** shall systematically monitor nearby CCTV cameras & lights installed in common areas and report in case of any malfunctioning;
- > **At Security Gate No. 2** - Security guard of this post shall also patrol **a)** internal road adjacent to 80CC & 81CC building blocks including its backside common area **b)** internal road leading to the Mandir & **c)** internal roads adjacent to 62CC to 64CC building blocks **d)** transformer room/area close to 62CC, 81CC building blocks & transformer room/area at intersection of Anupama Phase-II & Anupama Phase-III **e)** keep a close watch over cars and other vehicles in the parking areas of 80CC, 81CC, 62CC to 64CC & 78CC to 79CC building blocks **f)** shall systematically monitor nearby CCTV cameras & lights installed in common areas and report in case of any malfunctioning;
- > **At Near Building Block No. 77CC** - Security guard of this post shall also patrol all internal roads adjacent to **a)** 65CC to 67CC building blocks, **b)** internal roads adjacent 70CC, play ground & 71CC building blocks & **c)** internal roads adjacent 74CC & 75CC building blocks including its front garden area & nearby transformer room/area **d)** keep a close watch over cars and other vehicles in the parking areas of 65CC to 67CC, 70 & 77CC & 74CC to 75CC building blocks **e)** shall monitor nearby CCTV cameras & lights installed in common areas and report in case of any malfunctioning.

(x.2) During night time (8 PM to 8 AM of succeeding day):

- **At Security Gate No. 1** - Security guard of this post besides his duties as stated at Item No.2.1.3, 2.1.4 & 3.0 shall also **a)** patrol internal roads adjacent to AA building blocks including its back side common area and back & front side roads of 73CC & 72CC buildings **b)** keep a close watch over cars & other vehicles in parking areas of 1AA, 2AA, 72CC & 73CC buildings **c)** shall systematically monitor nearby CCTV cameras & lights installed in common areas and report in case of any malfunctioning;
- **At Security Gate No. 2** - Security guard of this post shall also patrol **a)** internal road adjacent to 80CC & 81CC building blocks including its backside common area **b)** internal road leading to the Mandir & **c)** internal roads adjacent to 62CC to 64CC building blocks **d)** transformer room/area close to 62CC, 81CC building blocks & transformer room/area at intersection of Anupama Phase-II & Anupama Phase-III **e)** keep a close watch over cars and other vehicles in the parking areas of 80CC, 81CC, 62CC to 64CC & 78CC to 79CC building blocks **f)** shall systematically monitor nearby CCTV cameras & lights installed in common areas and report in case of any malfunctioning;
- **At Near Building Block No. 77CC** - Security guard of this post shall also patrol all internal roads adjacent to **a)** 65CC to 67CC building blocks, **b)** internal roads adjacent 74CC & 75CC building blocks including its front garden area & nearby transformer room/area **d)** keep a close watch over cars and other vehicles in the parking areas of 65CC to 67CC, 70 & 77CC & 74CC to 75CC building blocks **e)** shall monitor nearby CCTV cameras & lights installed in common areas and report in case of any malfunctioning.

Secretary,
Shelter Co-operative Housing Society Ltd.

Secretary

Shelter Co-operative Housing Society Ltd.
Anupama Housing Complex, Phase-II
VTP Road, Kolkata-700 057
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Annexure-III

NIT No.:SCHSL/SECURITY SERVICES/2025/

Dated:28.02.2025

SPECIFIC TERMS AND CONDITIONS

1. Terms of Performance:

- I. Service Standards:** The service must be reasonably **prompt, punctual, efficient, safe, courteous and of high quality.**
- II. Work Quality & Timeliness:** All tasks must be completed within the stipulated time frame, ensuring quality.
- III. Manpower Deployment:** The successful Tenderer must deploy sufficient number of trained personnel. Their Supervisor/Site In-Charge must report to SCHSL's appointed authority in respect of security services;
- IV. Scope of Work:** The Tenderer must ensure that all tasks outlined in the Scope of Work are duly complied with to **SCHSL's satisfaction** within the given time frame;
- V. Supervision & Performance:** The Tenderer is responsible for supervising its personnel and ensuring quality work. In case of complaints, SCHSL may request for **replacement of personnel** or deny their entry;
- VI. Monitoring & Supervision:** The Tenderer must assign competent Supervisor/Site In-charge to oversee daily work;
- VII. Work place Exit Procedure:** Before leaving premises, the Site In-charge must notify the designated **SCHSL official** and obtain permission;
- VIII. Age Restrictions:** No personnel under the age of **18 years** shall be deployed;
- IX. Personnel Welfare:**The Tenderer is solely responsible for **conveyance, and other amenities** for its personnel, with no financial obligation on SCHSL;
- X. Liability for Personnel Actions:** The Tenderer is fully accountable for its personnel's actions, including any legal violations, damages, or losses incurred to SCHSL or third parties. Any such damages must be **compensated by the Tenderer.**
- XI. Insurance Coverage:** The Tenderer must cover **risks associated with the Personnel's actions** through appropriate insurance policies;
- XII. Alternative Arrangements:** If any assigned personnel fail to report for duty, the Tenderer must arrange for **immediate replacements** without delay;
- XIII. Sub-contracting Prohibition:** The Tenderer **cannot subcontract** any part of the contract without prior approval from SCHSL. Unauthorized subcontracting may lead to **immediate contract termination**;
- XIV. Handling of Found Items:** Any items found on the premises that belong to SCHSL or its employees, or its residents, must be **immediately returned** to the concerned employee/resident with proper acknowledgment;
- XV. Additional Security Measures:** SCHSL reserves the right to introduce additional security measures during the contracted period;
- XVI. Procurement of Materials:** The Tenderer is responsible for obtaining all necessary materials for executing security duties, at no additional cost to SCHSL.
- XVII. Health Requirements:** Personnel engaged must not have any **contagious or long-term diseases** such as Tuberculosis, Leprosy, or HIV.



2. Statutory Provisions:

a) **Labour Law Compliance:** The Tenderer must comply with all applicable **labour laws**, including:

- **Minimum Wages Act;**
- **Bonus Act;**
- **Contract Labour (Regulation & Abolition) Act;**
- **Provident Fund Act (if applicable);**
- Any other **State/Central laws** as applicable.

The Tenderer shall **indemnify SCHSL** against any legal consequences arising from non-compliance with these laws. Before starting work, the Tenderer must complete all **statutory formalities** in coordination with SCHSL's designated officials.

b) Timely Wage Disbursement:

- Salaries for the previous month must be paid by the **7th of the following month;**
- Wages must be in compliance with the **minimum wage** applicable to the category of personnel;
- **ESI & PF deductions (if applicable) are mandatory**, and proof of submission (e.g., challans) must be maintained for SCHSL's verification.

c) Record Maintenance & Inspections:

- All **statutory records**, including ESI, PF and wage disbursement records, must be maintained by the Tenderer;
- These records must be available for **inspection by SCHSL or by the third-party auditors or government agencies.**

d) Employment Status:

- The personnel deployed under this contract shall **not be considered as SCHSL employees** under any circumstances;
- The Tenderer is fully responsible for the **behavior, discipline and actions** of its personnel, including any incidents of **theft, dishonesty, or misconduct.**

3. Safety and Security:

I. Compliance with Safety Regulations:

- The Tenderer must ensure **strict adherence** to all safety and security regulations of SCHSL and other regulatory bodies;

II. Liability Disclaimer:

- SCHSL will **not be held liable** for any incidents, accidents or violations of government rules and regulations by the Tenderer or by its personnel.

III. Personnel Documentation:

- The Tenderer must provide SCHSL with the **name, staff number, designation, contact details and two passport-sized photographs** of each deployed security personnel;
- Any personnel changes must be communicated in **writing within a week** to the designated SCHSL official.



4. Other Terms & Conditions:

I. Quotation Submission:

- Rates must be submitted **as per Annexure-V** of this NIT document, with a lump sum quote for monthly security services.

II. Scope of Work:

- The quoted rates must cover the **entire security service package** as per Annexure-II, without adjustments for any additional activities.

III. Fixed Rate for Contract Duration:

- The agreed rates shall remain **unchanged** for the entire contract period.

IV. Rate Inclusions:

- The quoted rates must cover:
 - **Labour charges,**
 - **Material costs,**
 - **All applicable statutory taxes,**
 - **Transportation and incidental charges,**
 - **Uniforms, meals and conveyance expenses.**

V. Rate Validity & Adjustments:

- The rates shall remain **firm** for the entire contract period including extensions, if any;
- No rate enhancement will be entertained under any circumstances;
- Any **new government taxes or levies** imposed during the contract period will be borne by SCHSL, subject to submission of proof by the Tenderer.

5. Billing & Payment Terms:

I. Work Documentation:

- The Tenderer must maintain a **Log Book/Work Performance Sheet**, recording daily activities at each SCHSL location;
- The Log Book must be **signed and stamped** by the authorized SCHSL official for verification.

II. Billing & Payment Process:

- SCHSL will process **undisputed bills** within **30days** of submission via account payee cheque.
- No **advance payments** shall be made under any circumstances.

III. Tax Deductions:

- **Income Tax** deductions at source will be made as per prevailing government regulations.

IV. Conditional Payment:

- Payments shall be made for **actual services rendered**, subject to applicable deductions and penalties.



6. Penalty for Service Lapses:

- The Tenderer must ensure **timely and effective quality services**;
- Any **deficiency in service quality** will be **penalized**, with details to be outlined in the contract.

Sl. No.	Description	Penalty for 1st Occasion	Penalty for Subsequent Occasion
I	In case of security activities are not performed as per the schedule or are of poor quality or security personnel not wearing uniform.	Rs.100/-	Rs.200/-
II	In case of unsatisfactory performance of any of the activity specified in the scope of work including rude behavior of personnel of successful tenderer with the SCHSL officials.	Rs.200/-	Rs.300/-

Penalty Provisions:

I. Applicability of Penalties:

- The specified penalties shall be **applicable per instance** of **non-performance or negligence** by the Tenderer's personnel;
- These penalties will be **in addition to** other appropriate actions, including **withholding payments** or any other penal measures as deemed necessary by SCHSL;
- Payment to the contractor would be made based on **actual deployment of manpower** (i.e. security guards) deployed at SCHSL.

II. Notification of Deficiencies:

- SCHSL will **promptly inform** the Tenderer of any deficiencies or contractual violations observed in service delivery.

III. Remedial Action & Cost Recovery:

- If the Tenderer **fails to rectify** the identified issues within a reasonable time, as instructed by SCHSL's authorized representative, SCHSL reserves the right to:
 - **Undertake the corrective work itself** or assign it to another agency;
 - **Recover the costs** incurred from the pending or future payments of the Tenderer;
 - **Forfeit the Security Deposit** if no outstanding payment is available for adjustment.



7. Indemnification Clause:

A. Liability for Injuries & Disputes:

- SCHSL shall **not be liable** for any injuries sustained by the Tenderer's personnel while performing their duties;
- Any **dispute or compensation claims** arising between the Tenderer and its personnel shall be the **sole responsibility** of the Tenderer;
- Any expenses incurred by SCHSL due to issues arising from the conduct of the Tenderer's personnel shall be **recovered from the Security Deposit or from pending bills** of the Tenderer.

B. Compliance with Labour Laws & Statutory Obligations:

- The Tenderer shall **fully comply** with all applicable **Labour Laws, Acts, Rules and Regulations** issued by Central, State, Local, or Municipal Authorities;
- The Tenderer shall **indemnify SCHSL** against any claims, damages, penalties, or legal actions arising from **non-compliance** with these laws.

C. Indemnity Against Loss, Negligence & Misconduct:

- The Tenderer shall **bear full responsibility** for any claims, penalties or litigations resulting from:
 - **Regulatory violations, negligence, theft, fraud or dishonesty** of its personnel;
 - **Loss or damage** to SCHSL's property, equipment or personnel due to the Tenderer's actions.
- SCHSL shall **recover such losses** from the Tenderer's pending or future payments. If no such payments exist, SCHSL reserves the right to **forfeit the Security Deposit** to cover the costs.

8. Award of Contract, Acceptance, Commencement & Validity:

a) Commencement of Services:

- The successful tenderer must **initiate services within seven (07) days** from the date of contract acceptance after completing all required formalities.

b) Contract Duration & Extension:

- The contract shall be **valid for one (1) year** from the commencement date;
- SCHSL reserves the right to **extend the contract for an additional one (1) year** under the same terms, conditions, and rates, based on the **satisfactory performance** of the tenderer.

9. Extension and Termination of Agreement:

a) Non-Compliance & Termination by SCHSL:

- If the successful tenderer **fails to adhere to any contractual terms**, they will be required to provide an explanation and rectify deficiencies within a **reasonable period** as advised by SCHSL;
- If SCHSL finds the response unsatisfactory or the remedial action inadequate, **SCHSL may terminate the contract with 30 days' notice and forfeit the security deposit.**



b) Termination by the Tenderer :

- o The successful tenderer may terminate the contract under unavoidable circumstances by providing 90-days written notice with justifiable reasons;
- o Incorrectly quoted rates or financial losses will not be accepted as valid reasons for contract termination;
- o A tenderer terminating the contract on these grounds will be barred from participating in the next SCHSL tender for a similar job.

c) Termination by SCHSL for Operational Reasons:

- o SCHSL reserves the right to terminate the contract with 90 days' notice if deemed necessary for operational reasons.

d) Handover Upon Termination:

- o On contract termination, the tenderer must return all relevant documents, equipment, furniture, fixtures and any other items issued by SCHSL;
- o The tenderer must settle all outstanding financial obligations with complete accounting records.

e) Additional Conditions:

- o SCHSL reserves the right to introduce additional conditions during the contract period to maintain the safety and security of its premises.

10. Interpretation :

- In case of any dispute regarding the interpretation of contract terms or NIT documents, the clarification provided by SCHSL shall be final and binding.

11. Arbitration Clause:

- Any disputes or differences arising out of the contract shall be settled through arbitration in accordance with the rules of arbitration;
- The decision of the arbitration forum shall be final and binding on both the parties.

12. Jurisdiction:

- Any legal disputes or claims related to this contract shall fall under the territorial jurisdiction of the courts in Kolkata.

Secretary; 
Shelter Co-operative Housing Society Ltd.

Secretary
Shelter Co-Operative Housing Society Ltd.
Annapurna Housing Complex, Phase-II
VIP Road, Kolkata-700 052



Annexure-IV

NIT No.: SCHSL/SECURITY SERVICES/2025/

Dated: 28.02.2025

Tenderers are to submit this form duly completed & signed in a sealed envelope superscribing "Technical Bid-Part A";

Technical Bid Form-Part A

1	Name of Contract	Annual Contract for providing security services in the premises of SCHSL
2	Name of the Company/Establishment/Tenderer	
3.	Nature of company (whether Proprietorship Firm/Partnership Firm/Limited Company/Any Other (Specify)(Encl. Proof)	
3a.	In case of Partnership/Company Please provide the names of the Partners/ Directors with full Address/Telephone Nos.	
4.	Full Address of Registered Office	
4a.	Telephone No. / Mobile No./Fax No.	
4b.	Email Address	
4c.	Name of the Contact Person	
5	List of Bidder's Office all over the Country (if any)	
5a.	Full Address of other Bidder's Office	
5b.	Telephone No./Mobile No./Fax No.	
5c.	Email Address	
5d.	Name of the Contact Person	

6	Particulars of Registration-Issued in the name of the tenderer	Yes/No	If Yes, give following details:		
6a	ESI Registration (if applicable) with No.& details		Number	Date of issue	Valid up to
6b	PAN No. with details				
6c	GST Registration No. with details				
6d	Current Trade License Registration issued from Corporation/ Municipality with details				
6e	Registration with Labour Commissioner (if any)				
6f	Registration with other Agencies (if any)				

7	Nature and Scope of Business		
8	List of clients presently served		
9	Tenderer should visit site of SCHSL which is a gated housing complex on VIP service road having 19 (G+4) building blocks with brightly illuminated common areas & under surveillance of 31CCTV cameras located at strategic points.	Yes/No	If Yes, gives details of visit



Sl No	Particulars	Yes/No	If yes, give details	
			Issue date	Valid up to
10	Experience in similar type of contract in last three years			
10 a	Provide proof of handling similar contract in last 3 years along with Technical Bid Part A			
10 b	Total number of personnel deployed during the last 3 years with relevant documentary evidence		1 st Year: _____, 2 nd Year: _____, 3 rd Year: _____	
11	Annual Turnover for the last two Financial Years (In Rs. Lakhs)		In FY: 2022-2023 In FY: 2023-2024	
12	Enclose Self attested copy(s) of IT return for the Financial Year 2022-23 & for FY 2023-24		2022-23: YES/NO 2023-24: YES/NO	
13	Ernest Money Deposit Details:		Demand Draft/ Banker's Cheque No.: & Date Indicate the Amount in Rs./- & Name of Bank and Branch	
14	Has any Director/ Partner/ Proprietor been convicted any time by court of Law?	YES/NO	if Yes, give details to SCHSL	
15	Whether any director/employee on your payroll belongs to SCHSL ? (if yes, give details)	YES/NO	if yes, give details to SCHSL	
16	Whether Tenderer will shift security guard(s) deployed at SCHSL within 6 to 8 months since no security will be allowed to be deployed at SCHSL for more than 8 months at a stretch.	Yes/No	if yes, give details to SCHSL	
17	Whether security guards deployed at SCHSL need to be rotated amongst the posts as mentioned at Item No. 3(x) of Annexure II of this NIT documents - Tenderer is to confirm.	Yes/No	if yes, give details to SCHSL	
18	Whether Tenderer shall deploy alternative security guard at SCHSL when any guard proceeds on leave	Yes/No	if yes, confirm as to how soon alternative deployment be made	
19	Security guard(s) will not be permitted to remain on duty at SCHSL beyond 12 hours at a stretch.	Yes/No	If yes, confirm your plan of action	
20	Tenderer is to confirm time frame to deploy alternative security guard in case any security guard is benched.	Yes/No	Tenderer is to give details	
21	Tenderer is to confirm their MSME registration details (if any).	Yes/No	If yes, confirm details	



Details of relevant supporting document(s)/contract(s) etc shall be furnished as per table below to justify experience in handling / holding similar contract in Government/Corporate organizations /other reputed housing society during the last 3 (three) years (A separate sheet may be enclosed for these details together with a copy of relevant supporting document(s)/contract(s) duly self attested).

Sl No	Name/Type of relevant supporting document(s)/ Contract(s) etc.	Name & Address of the Agency/ Government Department/ Organisation/Housing Society	Validity of the relevant supporting document(s)/ Contract(s) (From.....to.....)	Annual value of the Contract (In Rs Lakhs)
I				
II				
III				

Any other information which Tenderer may like to furnish (separate sheet may be enclosed if required.)

NB: Tenderer should read meticulously Clause No. 17 of Annexure I appearing on pages 5 & 6 of this NIT while filling up the Annexure IV as above.

Date: _____

Signature: _____

Place: _____

Name & Designation: _____

Company Name of the Tenderer with Seal: _____



Annexure-V

NIT No.:SCHSL/SECURITY SERVICES/2025/

Dated: 28.02.2025

Tenderers are to submit this form duly completed & signed in a sealed envelope superscribing "Financial Bid-Part B":

Financial Bid Form-Part B:

1.	Name of the Contract	Annual Contract for providing security services in the premises of SCHSL	
2.	Name of the Company/ Establishment/Tenderer		
3.	Address		
4.	Telephone No./Mobile No./ Fax No.		
5.	Email Address		
6.	Name of the Contact Person		
7	Tenderer (before quoting) should visit site of SCHSL which is a gated housing complex on VIP service road having 19 (G+4) building blocks with brightly illuminated common areas & under surveillance of 31 CCTV Cameras located at strategic points.	Yes/No	If yes, give details of your visit

1. Financial Offer for providing Security Services in the premises of SCHSL

Sl No	Particulars	Rate (in Rs.)	
1.	Monthly Rates for providing Security Services in the premises of SCHSL as per scope of work (with special emphasis on Clause 3(x)) as at Annexure II of this NIT No. SCHSL/SECURITY SERVICES/2025/ dated 28.02.2025.	Amount in Figures: Rs.....	Amount in Words: Rupees.....
2.	Rate of GST (If applicable)		
The L1 (lowest quote) will be decided on the basis of Monthly Rate quoted for Security Services as at Sl. No. 1.& 2 of this table.			

Date:_____

Signature:_____

Place :_____

Name:_____

Designation:_____

Company Name of the Tenderer with Seal:_____

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