

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	20-04-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	20-04-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of External Affairs
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Consular, Passport Visa Division, Patiala House Annexe, Tilak Marg, New Delhi
वस्तु श्रेणी /Item Category	Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Armed Security Guard , Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	17 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	10
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	3 Days
अनुमानित बिड मूल्य / Estimated Bid Value	3500000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	87500

#### ईपीबीजी विवरण /ePBG Detail

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

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। 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।/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.

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

**लाभार्थी /Beneficiary :**

Passport Officer  
Corporation Commercial Complex, II Floor , Thillainagar 7th cross west, Trichy 620018  
(Sharanappa Talwar)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
-------------------------------	-----

**एमएसई खरीद वरीयता/MSE Purchase Preference**

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in

the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

6. 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.

7. 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.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. 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.

#### अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope Of Work For the Service:[1774509139.pdf](#)

#### Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Armed Security Guard ( 1 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Armed Security Guard
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional

विवरण/ Specification	मूल्य/ Values
Age Limit	Up to 50 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Driver's License
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Tamil Nadu
<b>एडऑन /Addon(s)</b>	

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
--	----

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sharanappa Talwar	620008,पासपोर्ट ऑफिस/Passport Office, कार्पोरेशन कमेर्शियल कॉम्प्लेक्स/Corporation Commercial Complex, तिल्लैनगर 7 क्रॉस वेस्ट/Thillainagar 7th cross West तिरुच्चिरापल्लि/ TIRUCHIRAPPALLI 620018 TEL:0431-2707203/404	1	<ul style="list-style-type: none"> <li>• Tenure/ Duration of Employment (in months) : 24</li> <li>• Basic Pay (Minimum daily wage) : 981</li> <li>• Provident Fund (INR per day) : 81.81</li> <li>• EDLI (INR per day) : 3.41</li> <li>• ESI (INR per day) : 0</li> <li>• EPF Admin charge (INR per day) : 3.41</li> <li>• Bonus (INR per day) : 79.51</li> <li>• Optional Allowance 1 (in Rupees) : 0</li> <li>• Optional Allowance 2 (in Rupees) : 0</li> <li>• Optional Allowance 3 (in Rupees) : 0</li> <li>• Number of working days in a month : 22</li> </ul>

### Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard ( 1 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Female
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Driver's License

विवरण/ Specification	मूल्य/ Values
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Tamil Nadu
एडऑन /Addon(s)	

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
--	----

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sharanappa Talwar	620008,पासपोर्ट ऑफिस/Passport Office, कार्पोरेशन कमेरिशियल काम्प्लेक्स/Corporation Commercial Complex, तिल्लैनगर 7 क्रॉस वेस्ट/Thillainagar 7th cross West तिरुच्चिरापल्लि/ TIRUCHIRAPPALLI 620018 TEL:0431-2707203/404	1	<ul style="list-style-type: none"> <li>• Tenure/ Duration of Employment (in months) : 24</li> <li>• Basic Pay (Minimum daily wage) : 893</li> <li>• Provident Fund (INR per day) : 81.81</li> <li>• EDLI (INR per day) : 3.41</li> <li>• ESI (INR per day) : 29.02</li> <li>• EPF Admin charge (INR per day) : 3.41</li> <li>• Bonus (INR per day) : 74.38</li> <li>• Optional Allowance 1 (in Rupees) : 0</li> <li>• Optional Allowance 2 (in Rupees) : 0</li> <li>• Optional Allowance 3 (in Rupees) : 0</li> <li>• Number of working days in a month : 22</li> </ul>

**Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard ( 3 )**

**तकनीकी विशिष्टियाँ / Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Driver's License
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Tamil Nadu
<b>एडऑन / Addon(s)</b>	

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
--	----

**अतिरिक्त विशिष्टि दस्तावेज़ / Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sharanappa Talwar	620008,पासपोर्ट ऑफिस/Passport Office, कार्पोरेशन कमेर्शियल कॉम्प्लेक्स/Corporation Commercial Complex, तिल्लैनगर 7 क्रॉस वेस्ट/Thillainagar 7th cross West तिरुच्चिरापल्लि/ TIRUCHIRAPPALLI 620018 TEL:0431-2707203/404	3	<ul style="list-style-type: none"> <li>• Tenure/ Duration of Employment (in months) : 24</li> <li>• Basic Pay (Minimum daily wage) : 893</li> <li>• Provident Fund (INR per day) : 60</li> <li>• EDLI (INR per day) : 2.5</li> <li>• ESI (INR per day) : 0</li> <li>• EPF Admin charge (INR per day) : 2.5</li> <li>• Bonus (INR per day) : 58.31</li> <li>• Optional Allowance 1 (in Rupees) : 0</li> <li>• Optional Allowance 2 (in Rupees) : 0</li> <li>• Optional Allowance 3 (in Rupees) : 0</li> <li>• Number of working days in a month : 30</li> </ul>

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

### 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

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

### **Additional Terms and Conditions (ATC)**

In addition to Terms and Conditions mentioned under the Service Level Agreement and Packages mentioned in the **Security Manpower Service (Version 2.0)** (available on GeM), the following ATC will also be applicable in the proposal.

1. The work contract will initially be assigned for a period of 24 months. The sa

me can be extended for a further period of 12 months, on same terms and conditions (as in original contract), subject to satisfactory services of service provider. The extension of contract after 24 months is at the sole discretion of the RPO...TRICHY. The contract cannot be extended beyond 36 months in any case.

2. RPO reserves the right to annul the tendering process, or to accept or reject any or all the proposals in whole or part at any time without assigning any reasons thereof and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
3. During the process of evaluation of proposals, RPO...TRICHY may ask bidders for any clarifications on their proposal. The bidders are duty bound to respond to such queries within the prescribed timeframe. Further, RPO TRICHY... at its discretion may reject a bidder for want of documents or provide an opportunity to make representation.
4. RPO may for any reason, modify the tender document before the date of submission of proposal. The amendment(s) to the tender document would be clearly spelt out and the bidders may be given sufficient time to amend their proposal due to such modifications.
5. The rates quoted by the bidders must be in compliance with minimum wage rate including other statutory components like EPF/ESI etc. as prescribed by the Ministry of Labour & Employment from time to time.
6. If the bidder fails to comply with the statutory/legal requirement(s), as stipulated in terms and conditions of bidding document within two months from the award of the contract, the contract is liable to be terminated with one month's notice and security deposit be forfeited.

#### 7. **Fraud and Corruption:**

It is required that the bidders submitting the proposal and agency selected through this tender must observe the highest standards of ethics during the process of selection and during the performance and execution of contract. For this purpose, definitions of the terms are set forth as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of RPO TRICHY or its personnel in Contract executions.
- ii. "Fraudulent Practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive RPO TRICHY of the benefits of free and open competition.
- iii. "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work.
- iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the sel

action process or execution of Contract.

- v. RPOTRICHY. will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
  - vi. RPOTRICHY. will declare a bidder ineligible, either indefinitely or for a stated period of time, for awarding the contract, if at any time determines that the bidder has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.
8. The bidder must have a registered office in TRICHY (name of state where RPO is located) and upload self-attested copy of Registration Certificate or Commercial Establishment issued by Labour Department of the respective state government.
  9. The service provider shall ensure that all the security guards and supervisor deployed are below 50 and 55 years respectively. For Ex-servicemen or a person who has served in police and Home Guards it should be 55 and 60 for guard and supervisor respectively.
  10. Refusal or inability or delay by the successful bidder to provide services as per '**Scope of Work**' at the contracted rate may result in termination of the contract and forfeiting of performance guarantee as well as disqualification of the bidder from participating in future tenders.
  11. There will be no enhancement of rates for hiring of LSGs during the agreed term of hiring except for revision in minimum wages.
  12. Beside penalties mentioned in Para 5 of SLA of Security Manpower Service (Version 2.0), the following penalties will also be charged for the shortcomings mentioned:

S.No	Shortcomings	Instance		
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
a.	Use of mobile phones for chatting/ watching video/making unnecessary calls which may affect his normal performance of his duty.	Rs 500 every time. RPO may also ask for change in personnel.		
b.	Unauthorized use of RPO premises	Rs 500	Rs 1000	Termination of contract
c.	Any other unbecoming action which may lead to reputational damage of the RPO	Rs 1000	Rs 2500	
d.	Failure to discharge duty properly	Rs 1000	Rs 2500	

e.	Harming of RPO's personnel due to carelessness/negligence of LSG	Rs1000	Rs 2500	
f.	Colluding with agent/public for expediting work in RPO or found indulging in corruption or other wrongdoings	2 % of monthly contract value + removal of delinquent	Termination of contract	

13. The RPO/TRICHY/MEA shall have the right, to get any security personnel removed, who is considered to be undesirable/unfit for security services. The bidder also reserves the right to change the security personnel with prior intimation to RPO Trichy.
14. **Performance Bank Guarantee (PBG):** The successful bidder has to deposit PBG, equivalent to 3% of the total contract value, in favour of "Regional Passport Officer TRICHY." in the form of Insurance Security Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee [including e-Bank Guarantee] from any of the commercial banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects, before the commencement order is given and within 14 days of signing of the agreement. The PBG should be valid till 60 days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. In case the contract is extended beyond the initial period of 24 months, the PBG will have to be renewed accordingly. The PBG shall be refunded within 60 days of successful completion of the contract, provided there is no breach of contract. No interest shall be paid on the PBG.
15. PBG may be forfeited, in full or in part, in the event of the following:
- i. When any terms and conditions of the contract are breached.
  - ii. When the Security Firm/Agency fails to provide satisfactory services.
16. Notice with reasonable time will be given in case of forfeiture of PBG. The decision of RPO TRICHY in this regard shall be final and binding.
17. **Earnest Money Deposit (EMD):** The bidder has to deposit EMD, equivalent to 2.5 % of the total contract value, in favour of "Regional Passport Officer TRICHY." in the form of Insurance Security Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee [including e-Bank Guarantee] from any of the commercial banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period. Bid security of the unsuccessful bidders should be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. However, in case of two packet or two stage bidding, Bid security of unsuccessful bidders during the first stage i.e. technical evaluation would be returned within 30 days of declaration of result of first stage i.e. technical evaluation. Bid security of the successful bidder would be refunded upon the receipt of performance security.

18. The price offered by the bidder should be reasonable and consistent with the quality offered.
19. If the agency requires an extension of time in completion of contractual service on account of occurrence of any hindrance, it shall apply in writing to the authority, which has placed the Work order for the same, immediately on occurrence of the hindrance but not after the stipulated time. The case will be examined and permission in writing will be necessary for the contractor.
20. Service delivery period may be extended with or without liquidated damages if the delay in the services is on account of hindrances beyond the control of the contractor.
21. Any dispute settlement, difference or disagreement whatsoever, arising between the Security Firm/Agency and RPO TRICHY, out of or relating to the contract meaning, scope of work under this tender document or the validity or breach thereof, of terms and conditions or covering anything herein contained or arising out of this tender document, shall be settled through mutual consultation. Where such dispute, difference or disagreement cannot be settled mutually or is not resolved by mutual consultation, either interested party may refer the dispute to sole arbitrator, under the Arbitration and Conciliation Act, 1996. Place of arbitration shall be TRICHY. Language of arbitration shall be as per the RPO. Parties shall bear their own expenses, unless otherwise ordered by the Tribunal. The decision of sole arbitrator shall be final and binding on both the parties.
22. **Force Majeure:**
  - i. For purposes of this clause, "Force Majeure" means an event beyond the control of the Security Firm/Agency and not involving the Agency's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of RPO Trichy in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions and freight embargoes.
  - ii. If a Force Majeure situation arises, the Security Firm/Agency shall promptly notify RPO Trichy in writing of such condition and the cause thereof. Unless otherwise directed by RPO in writing, the Consultant continues to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
  - iii. If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war of hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall due to such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and services under the contract shall be resumed as soon as practicable after such an event come to an end or ceases to exist, and the decision of the RPO Trichy as to whether the services have been so resumed or not shall be final and conclusive.

- iv. Further if the performance in whole or part any obligation under his contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.
23. In case HHMD, walkie-talkie, etc is provided by RPOTRICHY., Security Firm/ Agency should provide security guards trained in handling such equipments at no extra cost.
24. Security Firm/Agency shall provide the same number of LSGs (as approved for working days) on working Saturdays as well, if required. However, such a additional demand for deployment of LSGs on working Saturdays would be raised at least 5 days in advance. The payment for hiring of such additional LSGs on working Saturdays will be additionally made to Security Firm/Agency at same rates, terms and conditions, as approved for hiring of LSGs on working days.
25. The following documents must be provided by the Security Firm/Agency along with the bid, failing to do so would be ground for rejection.
  - i. Copy of certificate of Incorporation/registration of agency/Memorandum of Association.
  - ii. Self-attested copy of Registration Certificate of Security Firm/Agency or Commercial Establishment issued by the Labour Department of the respective state government (office location must be in the city where RPO is located).
  - iii. Complete address of the Security Firm/Agency with contact details.
  - iv. Self-attested copies of all relevant registration documents (ESI, EPF, GST, PAN).
  - v. Annual turnover for last 3 financial years with copy of audited financial statements.
  - vi. Income Tax Return for the last 3 financial years.
  - vii. Contact details and photo ID of the authorized person of the Security Firm/Agency.
  - viii. List of board/government body members with contact details, occupation and experience.
  - ix. The copy of valid license to run security agency under Private Security Regulation Act (PSRA Certificate) providing for operation in respective state.
  - x. MSE Registration Certificate dated before publishing of the bid and bearing code 80100 for claiming relaxation/exemption.
  - xi. Bid Security Declaration regarding EMD exemption.
  - xii. Bidder' Financial Standing' declaration.
  - xiii. Undertaking regarding police verification of recruited staff.
  - xiv. Certificate/undertaking regarding payment to the recruited staff as per prevailing minimum wage act.

xv. Duly filled in and originally signed copy of all Annexure.

xvi. Affidavit as below.

#### **Affidavit**

Date:

Reference No: .....

From: [Insert name and address of Bidding Company] Tel#:

Fax#:

Email address:

To,

The Regional Passport Officer

[Address of RPO]

**Subject: Response to Notice Inviting Bid No.....dated.....for Engagement of sponsorship Security Agency at RPO.**

Dear Sir,

1. I/We, the undersigned ..... having read, examined and understood in detail the notice; hereby submit response to tender document. I/We confirm we have not submitted more than one response. I/We are submitting the bid at RPO.
2. I/We give our unconditional acceptance to the Notice Inviting Tender dated TRICHY... issued by RPO, and the same have been initiated by us and enclosed with the Bid.
3. I/We or our partners do not have any relative working in RPO or in any other offices of the Ministry of External Affairs, New Delhi.
4. Bid Security Declaration is enclosed along with the bid.
5. The bid is submitted strictly as per formats for bid submission of this bid document, without any deviation, condition and without mentioning any assumptions or notes in the said formats.
6. I/We am/are hereby submitting our Proposal, which includes Compliance to Eligibility Criteria, Technical bid and Financial/Commercial Bid.
7. I/We hereby unconditionally agree and accept that the decision made by RPO in respect of any matter regarding or arising out of the Notice Inviting Bid shall be final and binding on us. We hereby expressly waive and withdraw any and all claims in respect of this process.
8. I/We am/are enclosing herewith our response to the tender document with formats duly signed as desired in the tender document for your consideration.
9. It is confirmed that our response to the tender document is consistent with all the requirements of submission as stated in the tender document and subsequent communications from RPO.
10. The information submitted in our response to the tender document is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our response to the tender document.
11. If any information or document submitted is found to be false/incorrect, RPO reserves the right to can

cel my/our tender and take any action as deemed fit including termination of the contract, forfeiture of all dues including EMD (Earnest Money Deposit) and blacklisting of my/our firm and all partners of the firm etc.

12. I/We hereby declare that our company has not been debarred/blacklisted by any Central/State Govt/ Ministry or Department/Public Sector company/Government autonomous body etc.

13. Contact details of our representative are furnished as under:

S.No.	Description	Details
a.	<b>Name</b>	
b.	<b>Designation</b>	
c.	<b>Company</b>	
d.	<b>Address</b>	
e.	<b>Office Phone No.</b>	14.
f.	<b>Mobile No.</b>	
g.	<b>Fax No.</b>	
h.	<b>Email address</b>	

We have neither made any statement nor provided any i

Information in this bid, which to the best of our knowledge, is materially inaccurate or misleading. Further, all the confirmation, declaration and representation made in our bid are true and accurate. In case this is found to be incorrect after our selection a successful bidder, we agree that the same would be treated as a Seller's event to default.

Dated the..... day of, 20...

Thanking you,

Yours faithfully,

(Name, Designation and Signature of Authorized Person)

\*\*\*\*\*

#### 4. Generic

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

## अस्वीकरण/Disclaimer

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.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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 shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), 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 सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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 कार्रवाई का आधार होगा।/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.

**---धन्यवाद/Thank You---**