

# GOVERNMENT OF BIHAR

Office of the Resident Commissioner  
Bihar Bhawan, Chanakyapuri, New Delhi – 110021

## TENDER DOCUMENT

**For Outsourcing of Unarmed Security Guards at Bihar Bhawan and Bihar Niwas, New Delhi**

### Section 1: Introduction

Bihar Bhawan and Bihar Niwas, situated in the diplomatic enclave of Chanakyapuri, New Delhi, are the official Guest House and State Centre of the Government of Bihar. It accommodates visiting dignitaries, senior officials, and guests from Bihar and across India. To maintain the security and discipline of its premises, Office of Bihar Bhawan requires the services of professional unarmed security guards.

Sealed tenders are invited under a **Two-Bid System (Technical and Financial)** from reputed, experienced, and financially sound security agencies for deployment of unarmed security guards at Bihar Bhawan and Bihar Niwas.

### Section 2: Objectives

The outsourcing of unarmed security services at Bihar Bhawan and Bihar Niwas is intended to achieve the following objectives:

1. **Safety & Protection of Assets:** To safeguard the movable and immovable property of Bihar Bhawan/Bihar Niwas, including buildings, vehicles, equipment, and records.
2. **Security of Personnel & Visitors:** To ensure a safe environment for dignitaries, officials, staff members, and visitors staying or working in the premises.
3. **Professional Access Control:** To regulate entry and exit, maintaining visitor records, preventing unauthorised access, and ensuring smooth flow of persons and vehicles.
4. **Support During VIP & State Events:** To provide disciplined and courteous assistance to VIPs and other distinguished guests during official programmes, conferences, cultural events, and high-profile visits.
5. **Emergency Response & Crisis Management:** To ensure readiness in handling emergencies such as fire, strikes, protests, or medical incidents, and to coordinate with police, fire services, or health authorities as required.
6. **Compliance with Laws:** To guarantee that the contractor abides by all labour and security regulations, including PSARA, Minimum Wages, EPF/ESI, GST, and occupational health and safety norms.
7. **Public Image & Discipline:** To uphold the reputation of Bihar Bhawan by deploying guards who are courteous, disciplined, physically fit, and professionally trained, thereby reflecting the decorum of the Government of Bihar.



### **Section 3: Scope of Work**

The selected Security Agency shall deploy and manage unarmed security guards at Bihar Bhawan and Bihar Niwas. The scope of work includes, but is not limited to, the following:

#### **Access Control & Gate Management**

- Manning all entry and exit gates round the clock.
- Checking ID cards, passes, or authorisations of visitors and vehicles.
- Maintaining proper registers/logbooks for visitors, vehicles, and staff.

#### **Visitor & Vehicle Management**

- Coordinating with reception and administration for visitor passes.
- Managing parking areas, guiding vehicles, and preventing congestion.
- Ensuring only authorised vehicles are parked within the premises.

#### **Protection of Assets & Property**

- Guarding buildings, furniture, fixtures, equipment, and other assets.
- Preventing theft, vandalism, or unauthorised removal of property.
- Assisting in securing sensitive records and documents when required.

#### **Emergency Handling**

- Assisting during fire, earthquake, protests, or other emergencies.
- Immediately informing Fire Station/Police and Bihar Bhawan officials.
- Helping in evacuation of staff and visitors in case of emergencies.
- Providing first-level response till professional services arrive.

#### **Assistance to VIPs and Dignitaries**

- Extending respectful reception and compliments to distinguished guests.
- Providing safe escort for VIPs during arrival, stay, and departure.
- Ensuring strict vigilance during official functions and state visits.


#### **Shift & Duty Discipline**

- Guards must not leave post until properly relieved with handover-takeover recorded.
- Maintaining punctuality, alertness, and round-the-clock coverage without breaks in deployment.
- Ensuring all guards are in neat uniforms, with name badges and identity cards.

#### **Safety & Compliance Duties**

- Ensuring lights, fans, and electrical equipment are switched off after working hours.
- Preventing unauthorised persons from loitering in restricted areas.
- Reporting unattended belongings or suspicious objects immediately.
- Ensuring compliance with all safety, health, and labour law requirements.

#### **Reporting & Supervision**

- Providing daily attendance reports of guards to the Chief Administrative Officer.
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- Maintaining duty rosters and submitting them for verification.
- Cooperating with surprise checks conducted by Bihar Bhawan officials.

#### **Section 4: Facilities Provided by Bihar Bhawan**

The following facilities and support will be made available by Bihar Bhawan to the selected Security Agency for the smooth execution of services:

- 1. Deployment Locations**
  - Bihar Bhawan, 5 Kautilya Marg, Chanakyapuri, New Delhi.
  - Bihar Niwas, Tikenderjeet Singh Marg, New Delhi.
  - Other designated areas, as notified by the Office of the Resident Commissioner.
- 2. Basic Infrastructure Support**
  - Access to duty posts, control rooms, and entry/exit gates where guards will be stationed.
  - Provision of furniture such as chairs/tables at designated security posts, subject to availability.
  - Lighting and shelter at gate posts, wherever feasible.
- 3. Coordination with Administration**
  - Support from the Chief Administrative Officer and other designated officers in matters of duty scheduling, coordination with reception, and emergency response.
  - Access to duty registers and reporting formats maintained at Bihar Bhawan.
- 4. Utilities**
  - Water and electricity required for security posts will be provided.
  - Communication support (landline numbers of Bihar Bhawan) may be used in emergencies.
- 5. Emergency Response Support**
  - Bihar Bhawan will extend cooperation with external agencies such as police, fire, or ambulance services when called upon by the Security Agency.

**Note:** All other facilities, including uniforms, equipment, torchlights, batons, communication sets, stationery for registers, and first aid kits, shall be arranged by the Security Agency at its own cost.

#### **Section 5: Eligibility Criteria**

Only those bidders who satisfy the following criteria will be considered for evaluation:

- 1. Legal & Statutory Compliance**
  - The bidder must be a registered company/firm under relevant Indian laws.
  - Must hold a valid license under the **Private Security Agencies (Regulation) Act, 2005 (PSARA)** for Delhi/NCR.
  - Must have valid PAN, GST Registration, EPF and ESI Registration.
- 2. Experience**
  - Minimum **3 years' experience** (ending 31st March 2024) in providing unarmed security services to Government/PSU/reputed private organisations.
  - Must currently be providing at least **50 security personnel** under contract in similar institutions.

- Experience must be supported by copies of work orders, agreements, or satisfactory performance certificates from clients.
- 3. **Financial Capacity**
  - The bidder must have an average annual turnover of **not less than ₹1.00 crore** during each of the last three financial years (2021–22, 2022–23, 2023–24).
  - Must submit audited financial statements, balance sheets, and income tax returns for the same period.
- 4. **Presence in Delhi/NCR**
  - The bidder must have a registered office or branch office in Delhi or NCR with adequate infrastructure for supervision and monitoring of guards.
- 5. **Manpower & Compliance Record**
  - Must have valid EPF/ESI codes and must have filed returns for at least 25 employees in each of the last three years.
  - Must demonstrate capacity to deploy trained, physically fit, disciplined guards aged 21–45 years, minimum Class 10 pass, with knowledge of Hindi/English.
  - Guards must have undergone police verification and medical fitness checks before deployment.
- 6. **Undertakings Required**
  - The bidder must submit a self-declaration confirming:
    - They have not been convicted by any court of law.
    - No criminal case is pending against them.
    - They have not been blacklisted by any Government/PSU/agency.
    - No contract has been terminated prematurely due to poor performance or default during the last three years.

**Note:** Bidders failing to meet any of the above eligibility conditions will be summarily rejected at the technical evaluation stage.

## **Section 6: Bid System**

The selection of the Security Agency will be carried out through a **Two-Bid System** consisting of:

### **1. Technical Bid**

- To include complete details of the bidder's organisation, statutory registrations, licenses, experience, financial capacity, manpower strength, compliance record, and operational plan.
- Supporting documents such as certificates of incorporation, PSARA license, EPF/ESI registration, GST registration, PAN, audited balance sheets, work orders, and client testimonials must be enclosed.
- The Technical Bid should also contain a deployment and supervision plan, along with details of training and monitoring mechanisms.
- The Earnest Money Deposit (EMD) of ₹50,000 (Rupees Fifty Thousand only)/ MSME exemption certificate must be submitted along with the Technical Bid in the form of a Demand Draft in favour of *Chief Administrative Officer, Bihar Bhawan, New Delhi*.

### **2. Financial Bid**

- To be submitted in a separate sealed envelope in the prescribed format (Annexure II).
- Must clearly indicate the **monthly rate per guard**, inclusive of wages, EPF, ESI, insurance, uniforms, and other statutory charges, but exclusive of GST.
- Agency service/administrative charges must be shown separately.

- The bidders are required to quote the service charge as per mandated under Circular no. M-4-06/2023-2988/Vi, dated- 14.09.2023 of Department of Finance, Govt of Bihar. Thus, the service charge so quoted by the bidder should not be less than 3.85% and should not exceed 7%.
  - Rates should be quoted both in figures and in words, without overwriting or erasures.
  - Financial Bids will only be opened for bidders who qualify technically.
- 3. Performance Security**
- The successful bidder shall deposit a Performance Security of ₹3,00,000 (Rupees Three Lakh only) in the form of Fixed Deposit Receipt (FDR) or Bank Guarantee, in favour of Chief Administrative Officer, Bihar Bhawan, New Delhi within 15 days of award of the contract.
  - The security deposit shall be valid for the entire contract period and may be forfeited in case of non-performance or breach of terms.

## **Section 6A: Instructions to Bidders**

### **1. Sealing & Submission of Bids**

- The Technical Bid and Financial Bid must be placed in two separate sealed envelopes.
- Both envelopes should be enclosed in an outer sealed envelope superscribed as:  
*"Tender for Outsourcing of Security Guards at Bihar Bhawan/Bihar Niwas, New Delhi"*.
- The bids must be signed by the authorised signatory of the bidder, supported with a Power of Attorney or Board Resolution.

### **2. Validity of Bids**

- Bids shall remain valid for **120 days** from the last date of submission.
- No change in price or conditions will be allowed during this period.

### **3. Earnest Money Deposit (EMD)**

- Proposals without EMD/MSME exemption certificate (as applicable) will be summarily rejected.
- EMD of unsuccessful bidders will be refunded without interest within 30 days of award of contract.

### **4. Disqualification Grounds**

- Bids may be rejected if:
  - Submitted after the deadline.
  - Found incomplete, conditional, or lacking required documents.
  - Containing false, misleading, or fraudulent information.
  - Bidders are blacklisted or debarred by any Government/PSU.

### **5. Responsibility of Bidders**

- Bidders are advised to visit Bihar Bhawan/Bihar Niwas to familiarise themselves with the site conditions, scope, and workload before submitting their bids.
- Failure to obtain first-hand information will not be considered as grounds for financial or operational claims later.

### **6. Opening of Bids**

- Technical Bids will be opened first on the notified date and time in the presence of authorised representatives of bidders.
- Financial Bids of technically qualified bidders will be opened subsequently.

### **7. Award of Work**

- The bidder securing the highest combined score (as per QCBS – 60:40) will be recommended for award.
  - The selected bidder must sign the service agreement immediately after the issue of **Letter of Award (LoA)** and deploy guards within **24 hours** of agreement signing.
- 8. Right to Accept or Reject**
- The Office of the Resident Commissioner reserves the right to accept or reject any or all bids, annul the tender process, or split the work among more than one agency, without assigning any reason.

## **Section 7: Selection & Evaluation (QCBS Method)**

### **7.1 Evaluation Methodology**

Evaluation will be based on **Quality and Cost Based Selection (QCBS)**.

- Technical Score: **60% weightage**
- Financial Score: **40% weightage**

### **7.2 Technical Evaluation Criteria (Total: 100 Marks)**

- Experience in Govt./PSU/Corporate security services – 30 marks
- Current deployment strength and resources – 20 marks
- Average turnover (last 3 years) – 20 marks
- Statutory compliance (EPF, ESI, GST, PSARA) – 20 marks
- Local presence and infrastructure in Delhi NCR – 10 marks

**Total Technical Score: 100 Marks**

**Minimum Qualifying Marks: 50/100**

### **7.3 Financial Evaluation (100 Marks)**

- Lowest bidder gets full 100 marks; others scored proportionately.

### **7.4 Final Score**

**Final Score = (Technical × 0.60) + (Financial × 0.40)**

Highest scorer will be awarded the contract.

## **Section 8: Contract Terms**

### **8.1 Contract Period**

- The contract shall initially be valid for a period of **one (1) year** from the date of commencement of services.
- The contract may be extended on a **year-to-year basis** for up to two additional years, subject to satisfactory performance, compliance with all terms, and mutual agreement.
- Extensions will be at the sole discretion of Bihar Bhawan and may be on revised terms and conditions as deemed necessary.

## 8.2 Wages & Statutory Compliance

- The agency shall pay its deployed security guards wages not less than the **minimum wages** notified by the Government of NCT of Delhi, along with all statutory benefits.
- Any subsequent amendments or revisions in the minimum wages, Variable Dearness Allowance (VDA), or other statutory components shall be mandatorily passed on to the deployed guards without delay. The Agency shall submit a written request to the Competent Authority of Bihar Bhawan for revision of the contract payment, along with official notification of the Government of NCT of Delhi and proof of wage disbursement, with every such revision. Such revisions shall become payable prospectively from the date they come into force by law.
- The agency shall ensure compliance with all applicable labour laws, including but not limited to:
  - Minimum Wages Act, 1948
  - Contract Labour (Regulation & Abolition) Act, 1970
  - Employees' Provident Fund and Miscellaneous Provisions Act, 1952
  - Employees' State Insurance Act, 1948
  - Payment of Bonus Act, 1965
  - Payment of Wages Act, 1936
  - Workmen's Compensation Act, 1923
  - Shops and Establishment Act
- Bihar Bhawan shall not be held responsible for any default of the agency in this regard.

## 8.3 Indemnification

- The agency shall indemnify and keep indemnified Bihar Bhawan against all claims, damages, penalties, or liabilities arising out of the acts of omission, negligence, or misconduct of its staff.
- Any loss caused to Bihar Bhawan due to negligence or connivance of deployed guards shall be recovered from the bills/security deposit of the agency after due process.

## 8.4 Insurance

- The agency must obtain and maintain **third-party liability insurance** and **accident insurance** for all deployed staff, covering risks of injury, death, or accidents during the course of duty.
- The insurance policies must be valid throughout the contract period and proof of the same must be submitted before commencement of services.

## 8.5 Inspection & Monitoring

- Bihar Bhawan officials may conduct regular and surprise inspections to verify attendance, alertness, and performance of guards.
- The agency shall provide full cooperation during inspections and produce all records as required.

## 8.6 Termination

- The contract may be terminated under the following conditions:
  - By Bihar Bhawan: on **one (1) months' notice** without assigning any reason.



- By Bihar Bhawan: **immediate termination** in case of breach of terms, unsatisfactory service, misbehaviour, or security lapses.
- By Agency: on **one (1) month's written notice**, subject to acceptance by Bihar Bhawan.
- On termination or expiry of contract, the agency shall remove all its staff immediately and hand over duty registers and records.
- Performance Security may be forfeited in case of breach or non-performance.

### **8.7 Dispute Resolution**

- Any disputes arising between the parties shall be resolved amicably through mutual consultation.
- Failing which, the dispute shall be referred to arbitration under the **Arbitration and Conciliation Act, 1996 (as amended)**.
- The arbitrator shall be appointed by the Resident Commissioner, Bihar Bhawan.
- The seat of arbitration shall be **New Delhi**.

### **8.8 Jurisdiction**

- All disputes arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of the **courts at New Delhi**.

## **Section 9: General Terms & Conditions**

### **9.1 Integrity of Bids**

- Bids must be unconditional, complete, and in the prescribed format. Any deviation, ambiguity, or conditional bid will be rejected.

### **9.2 Subletting & Assignment**

- The agency shall not sublet, assign, or transfer the contract in whole or in part to any other person or entity.
- Any attempt to do so will render the contract liable to immediate termination.

### **9.3 Conduct of Guards**

- Guards must maintain a professional, disciplined, and courteous demeanour at all times.
- Guards shall not approach VIPs/guests for personal favours.
- Guards must wear prescribed uniforms with name badges and carry identity cards.

### **9.4 Age & Fitness**

- Guards must be between **21 and 45 years**, physically fit, and medically certified for duty.
- They must have minimum educational qualification of **Class 10 pass** and working knowledge of Hindi and English.





## 9.5 Verification

- All deployed guards must undergo **police verification** and submit valid character certificates.
- Medical fitness certificates issued by a registered medical practitioner must be provided every six months.

## 9.6 Hygiene & Eco-Friendly Practices

- Guards shall maintain personal hygiene and wear neat, well-maintained uniforms.
- The agency must use eco-friendly materials (e.g., cloth belts, reusable registers) wherever possible, avoiding unnecessary plastic use.

## 9.7 Payment & Records

- The agency must maintain attendance registers, wage registers, and proof of EPF/ESI contributions. The same shall be supervised/inspected by the Bihar Bhawan Authority from time to time.
- Payments to staff must be made through **bank transfer only**; cash payments will not be accepted.
- Copies of wage slips, bank statement and EPF/ESI challans of each individual guard deployed must be submitted with monthly bills.

## 9.8 Liability & Insurance

- Bihar Bhawan will not be responsible for any injury, accident, or death of guards during duty.
- The agency must take full responsibility and ensure insurance coverage.

## 9.9 Safety & Security

- The agency must ensure that all gates and access points are manned at all times.
- Any theft, negligence, or lapse shall be reported immediately.
- The agency shall bear responsibility for recoverable losses.


## 9.10 Penalties

- A penalty of **₹5,000 per instance** may be imposed for deficiencies such as absence of guards, misconduct, lack of alertness, or non-compliance.
- Repeated lapses may result in termination of the contract.

## 9.11 Indemnity

- The agency shall indemnify Bihar Bhawan and the Government of Bihar against all claims arising from employment of guards, statutory non-compliance, or third-party claims.

## 9.12 Termination in Public Interest

- Bihar Bhawan reserves the right to terminate the contract in public interest, for administrative reasons, or policy decisions of the Government of Bihar.
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- In such cases, the agency will only be entitled to proportionate payment for services already rendered, and refund of performance security after deductions (if any).

### **9.13 Jurisdiction**

- This tender and contract shall be governed by the laws of India and subject to the jurisdiction of the **courts in New Delhi**.

### **9.14 Force Majeure**

- Neither party shall be liable for any failure or delay in performance of its obligations under this contract if such failure or delay is due to events beyond the reasonable control of the affected party ('Force Majeure Events'). Force Majeure Events shall include, but not be limited to, acts of God, natural calamities (such as flood, fire, earthquake, cyclone), epidemics/pandemics, war, invasion, armed conflict, terrorist acts, civil commotion, strikes or lockouts (other than those caused by the Agency's employees), governmental actions or restrictions, or any other event which could not reasonably have been foreseen or prevented.

## **Section 10: Submission of Bids**

Bids must be submitted to:

**The Resident Commissioner**  
Government of Bihar  
Bihar Bhawan, Chanakyapuri  
New Delhi – 110021

**Last Date of Submission:** 29.10.2025 at 1500 hrs

**Technical Bid Opening:** 29.10.2025 at 1600 hrs

**Financial Bid Opening:** to be intimated later

## **Annexures**

- Annexure I – Technical Bid Format
- Annexure II – Financial Bid Format
- Annexure III – Checklist of Documents
- Annexure IV – Draft Agreement Clauses
- Annexure V – Important Dates
- Annexure VI – Covering Letter Format
- Annexure VII – Evaluation Sheet / Scorecard



## Annexure I – Technical Bid Format

(To be submitted in a sealed envelope marked “Technical Bid”)

### 1. General Information

- Name of Bidder (Firm/Company): \_\_\_\_\_
- Registered Office Address: \_\_\_\_\_
- Branch Office in Delhi/NCR (if any): \_\_\_\_\_
- Contact Person & Designation: \_\_\_\_\_
- Mobile & Email: \_\_\_\_\_
- Date of Incorporation / Registration No.: \_\_\_\_\_

### 2. Statutory & Legal Details

- PAN No.: \_\_\_\_\_
- GST Registration No.: \_\_\_\_\_
- EPF Registration No.: \_\_\_\_\_
- ESI Registration No.: \_\_\_\_\_
- PSARA License No. (Delhi/NCR): \_\_\_\_\_
- Any other relevant statutory registration (if applicable): \_\_\_\_\_

### 3. Experience & Credentials

- Number of years in providing security services: \_\_\_\_\_
- Details of contracts executed during the last **three years (ending 31 March 2025)**:
  - Organisation Name, Address, and Contact Person
  - Period of Contract
  - Number of Security Guards Deployed
  - Value of Contract
  - Status (Completed/Ongoing)

(Attach copies of work orders/agreements and performance certificates.)

- Current Manpower Strength: \_\_\_\_\_
- Present deployment in Govt./PSU/Corporate Institutions (at least 50 guards):  
\_\_\_\_\_

### 4. Financial Capacity

- Average Annual Turnover during last three financial years (attach audited balance sheets and ITRs):

**Financial Year Annual Turnover (₹)**

2021–22 \_\_\_\_\_



**Financial Year Annual Turnover (₹)**

2022-23 \_\_\_\_\_

2023-24 \_\_\_\_\_

**5. Compliance Record**

- Proof of EPF/ESI returns filed for minimum 25 employees for the last three years.
- Details of wage payment method (Bank Transfer only): Yes ☐ / No ☐
- Undertaking that all deployed staff will be paid wages not less than prescribed minimum wages.

**6. Deployment & Operations Plan**

- Proposed deployment plan (shifts, posts, supervision arrangements): \_\_\_\_\_
- Training and Induction Plan for guards: \_\_\_\_\_
- Monitoring and surprise check arrangements: \_\_\_\_\_
- Mechanism for replacement in case of absence: \_\_\_\_\_
- Health & Safety protocols for guards (medical fitness, first aid, insurance): \_\_\_\_\_

**7. Declarations (to be signed & stamped by Authorised Signatory)**

I/We hereby declare that:

1. We have not been convicted by any court of law.
2. No criminal case is pending against our firm/agency.
3. We have not been blacklisted by any Government/PSU/Agency.
4. No contract has been prematurely terminated due to poor performance/default in the last three years.
5. All information furnished in this Technical Bid is true and correct to the best of my/our knowledge.

(Signature & Seal of Authorised Signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_



## Annexure II – Financial Bid Format

(To be submitted in a sealed envelope marked “Financial Bid”)

Name of Bidder (Firm/Company): \_\_\_\_\_

### Note:

1. Rates must comply with the latest **Minimum Wages Act (GNCTD/Central Govt.)**, and shall include statutory contributions like EPF, ESI, Bonus, insurance, and uniform costs.
2. GST must be quoted separately, as applicable under prevailing law.
3. Service/Administrative charges must be stated explicitly and as per the prevailing rules.
4. The rate quoted shall remain firm during the contract period, except for statutory wage revisions.

### Financial Bid Table

S. No.	Particulars	Rate per Guard per Month (₹)	Amount in Words
1	Basic Wages (as per Minimum Wages Act, incl. VDA)		
2	EPF Contribution (Employer's Share)		
3	ESI Contribution (Employer's Share)		
4	Bonus/Leave/Other Statutory Benefits		
5	Uniform & Misc. Costs (if any)		
<b>Subtotal (1-5)</b>	<b>Total Statutory Cost per Guard</b>		
6	Service/Administrative Charges		
7	<b>Total (Subtotal + Service Charges)</b>		
8	GST (as applicable)		
9	<b>Grand Total (Inclusive of GST)</b>		

### Declaration

I/We hereby declare that:

1. The above rates are inclusive of all statutory obligations (wages, EPF, ESI, Bonus, insurance, uniforms, etc.) except GST.
2. GST has been quoted separately and will be payable as per rules.
3. We undertake to pay wages not less than the minimum wages prescribed by the Government of NCT of Delhi/Central Government, whichever is higher.



4. We understand that **Financial Bid will carry 40% weightage under the QCBS system** and evaluation will be done accordingly.
5. In case of discrepancy between figures and words, the amount in words shall be considered final.

(Signature & Seal of Authorised Signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

### **Annexure III – Checklist of Documents**

The following documents must be enclosed with the Technical Bid:

1. Covering Letter (Annexure VI).
2. Copy of Firm/Company Registration Certificate.
3. Copy of PAN, GST Registration.
4. Copies of EPF, ESI, and PSARA license.
5. Experience certificates / work orders (last 3 years).
6. Audited financial statements and ITRs (last 3 years).
7. Deployment plan and compliance mechanism.
8. Self-declaration of non-blacklisting / no conviction.
9. Signed copy of tender document as acceptance.

### **Annexure IV – Draft Agreement Clauses**

The Service Agreement shall include:

- **Scope of Services** – Deployment of unarmed security guards as per tender.
- **Contract Period** – 1 year, extendable.
- **Payment Terms** – Monthly, post verification of attendance and statutory compliance.
- **Performance Security** – ₹3,00,000 (refundable).
- **Statutory Compliance** – PF, ESI, GST, Minimum Wages Act, Contract Labour Act, etc.
- **Termination** – One month's notice, or immediate termination for breach/poor performance.
- **Indemnity** – Agency indemnifies Bihar Bhawan against claims/damages due to staff acts.
- **Insurance** – Third-party liability and accidental insurance for staff.
- **Inspection** – Surprise checks by Bihar Bhawan.
- **Dispute Resolution** – Arbitration under the Arbitration & Conciliation Act, 1996 (as amended). Venue: New Delhi.
- **Jurisdiction** – Courts of New Delhi.



## Annexure V – Important Dates

Sl. No.	Event	Date/Time	Remarks
1	Publication of Tender	27.09.2025	Newspaper + website
2	Availability of Document	27.09.2025	Office & website
3	Last Date for Submission	29.10.2025, 15:00 hrs	Sealed bids
4	Technical Bid Opening	29.10.2025, 16:00 hrs	In presence of bidders
5	Financial Bid Opening	To be notified later	Only qualified bidders
6	Award of Contract	To be notified later	To selected bidder
7	Security Deposit	Within 15 days from the date of award of contract	Mandatory
8	Commencement of Services		Within 24 hours of signing of the agreement.



## Annexure VI – Covering Letter Format

(To be on official letterhead of bidder)

Date: .....2025

To  
The Resident Commissioner,  
Government of Bihar,  
Bihar Bhawan, Chanakyapuri,  
New Delhi – 110021.

**Subject:** Submission of Tender for Security Guard Services at Bihar Bhawan/Bihar Niwas

Sir,

With reference to your Tender dated \_\_\_, I/We submit our proposal for providing unarmed security guard services at Bihar Bhawan/Bihar Niwas.

We enclose:

- Technical Bid (credentials, documents, compliance plan).
- Financial Bid (rates and charges).

I/We confirm:

- All information provided is true and correct.
- I/We have not been blacklisted by any Government/PSU.
- I/We accept the terms and conditions of the Tender.

(Signature & Seal of Authorised Signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_





## Annexure VII – Evaluation Sheet / Scorecard

Tender for Outsourcing of Security Guards at Bihar Bhawan & Bihar Niwas, New Delhi

Name of Bidder: \_\_\_\_\_

Date of Evaluation: \_\_\_\_\_

### A. Technical Evaluation (Maximum: 100 Marks)

Criteria	Maximum Marks	Marks Awarded	Remarks
1. Experience in providing security services to Govt./PSU/Corporate Institutions	30		
2. Current Manpower Strength (minimum 50 guards deployed in similar organisations)	20		
3. Average Annual Turnover during last 3 years (2021–22, 2022–23, 2023–24)	20		
4. Statutory Compliance (EPF, ESI, GST, PSARA license, labour law compliance record)	20		
5. Local Presence & Infrastructure in Delhi NCR	10		
<b>Total Technical Score</b>	<b>100</b>		

Minimum Qualifying Marks: 50 out of 100 (50%).

### B. Financial Evaluation (Maximum: 100 Marks)

- **Formula:**

Financial Score = (Lowest Evaluated Financial Bid ÷ Bidder's Financial Bid) × 100

- Financial Bid Components (as per Annexure II):

- Basic Wages + VDA (as per Minimum Wages Act)
- EPF (Employer's Share)
- ESI (Employer's Share)
- Bonus/Leave/Other Statutory Benefits
- Uniform & Misc. Costs
- Service/Administrative Charges
- GST (as applicable)

The lowest total evaluated cost (inclusive of Service/Administrative Charges but exclusive of GST) will be taken as the benchmark for awarding full 40 marks.

### C. Combined Score (QCBS Method – 60:40)

Formula:

Component	Maximum Marks	Marks Obtained
Technical Score (A)	100	
Financial Score (B)	100	

Final Score = (Technical Score  $\times$  0.60) + (Financial Score  $\times$  0.40)

### D. Committee Observations

Strengths: \_\_\_\_\_

Weaknesses: \_\_\_\_\_

Compliance with Eligibility: ☐ Yes ☐ No

### E. Final Recommendation

☐ Recommended for Award of Contract

☐ Not Recommended

(Signatures of Evaluation Committee Members)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

