

## TENDER DOCUMENT

Tender Reference No: IBGM/T/2025/02/0022

### A. Tender details:

1. Tender start date : 03/03/2025
2. Last date of submission of bid : 13/03/2025 , 4 PM
3. Bid opening time and place : 16/03/2025 , 11.00 AM, IB Marigold Office
4. Type of bid criteria : Two bid system with technical qualification
5. Work Start Date: 01<sup>st</sup> April 2025

### B. Introduction:

Indiabulls Greens Marigold Co-operative Housing Society Limited ("IBG Marigold CHSL" or "The Society") invites sealed tenders from qualified agencies for providing "**Security Services**". The Society consist of 7 high rise buildings and 1198 Flats. The premises are located at Sector 4, Indiabulls Greens, Kon, Post – Ajavali, Tal- Panvel, Dist- Raigad 410221.

### C. Scope of Work:

1. Deployment of well-trained and physically fit unarmed security guards (both male and female) at various designated locations within the premises as per the agreed schedule
2. Effective monitoring of CCTV cameras, alarm systems, and other surveillance equipment to ensure uninterrupted security vigilance Access control management.
3. Regular patrolling of the premises in accordance with predefined security protocols to deter and identify any suspicious activity.
4. Providing **a minimum of 14 VHF walkie-talkies** for supervisors and key security posts. Additional communication devices as per operational needs
5. Immediate reporting of unauthorized entry, security threats, or any criminal activity observed within the premises.
6. Proper documentation and maintenance of visitor logs, incident reports, and security registers, including digital record-keeping as required by the Apex Body.
7. Ensuring that all security personnel undergo thorough police verification and medical check-ups before deployment and periodically thereafter.
8. Making it mandatory for all deployed security personnel to wear designated uniforms, display identification badges, and carry necessary security equipment such as whistles, batons, and torches.

### D. Duties of Security manpower



- i. He/She needs to protect the premises from any unauthorized entry, robbery, theft, etc.
- ii. He/She needs to bring the notice of supervisor the violation of any law noticed during the course of discharge of his duties.
- iii. He/She needs to keep entry/exit records in app and physical register.
- iv. He/She would be required to do any other relevant work given by the authorized persons of IBG Marigold CHS during his working hours.
- v. 7. The antecedents of Security staff deployed shall be verified by the service provider from local police authority and an undertaking in this regard is to be submitted to IBG Marigold CHSL.
- vi. Service provider shall ensure that all Security manpower shall put on badge and uniform. They shall also have a whistle attached to the whistle cord.
- vii. Service provider agency should get medical checkup of its staff at time of induction and annual medical check-ups to be done and will **submit the reports to society.**

#### **E. Eligibility Criteria:**

1. The bidder must have a minimum of 10 years of experience in providing security services.
2. The bidder must hold valid certifications and licenses as per statutory regulations.
3. Financial statements for the last three financial years to be submitted along with the bid.

#### **F. Submission of Tender:**

1. For Technical bid, all sealed tenders should be submitted by **due date as mentioned.**
2. The tender will be opened on in the Society office on the scheduled date and time.
3. Tender Document Fees- **Rs. 1,000/- non-refundable.**

**UPI PAYMENT SCANNER**



#### **G. Payment Terms:**

Payments will be made **60 days** post the raising of an undisputed invoice complete in all respects by the vendor.

#### **H. Evaluation Criteria:**

##### **1. Technical Competence**

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

##### **2. Financial Stability**



- Must provide audited financial statements for the past three years. Its mandatory to have turnover of atleast **Rs. 3 crore** per annum in last 3 financial years.

### 3. Previous Experience

- Minimum **10 of experience** in providing security services, preferably in residential societies or similar settings.

### 4. Statutory and Regulatory Compliance

- Compliance with labour laws, such as Provident Fund, ESI, and minimum wages. Must hold valid certifications and licenses as per statutory regulations. Self-attested copy of all the necessary license be attached along with the technical bid.

### 5. Operational Capabilities

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

### 6. Training and Skill Levels

- Evidence of adequate training provided to security staff in areas such as fire safety, emergency response, and first aid.
- **Security personnel should be well trained, proper communication and spoken.**
- **Maintain BMI with age limit between 20-45 years.**

### 7. Local Presence

- Preference may be given to agencies with a local office or network in the Panvel region for better coordination and quick response times and having atleast **100 guards** in the vicinity (**Mandatory**).

### 8. References

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

### 9. Quality of Proposal

- Clarity, completeness, and professionalism of the tender submission.

### 10. Cost Effectiveness

- While not the sole criterion, the financial proposal will also be considered. The Society is looking for a balance of both quality and cost.



## 11. Adherence to Timeline

- Commitment to commence services within a stipulated timeframe after the award of the contract.

## 12. Innovation and Additional Services

- Any innovative solutions or additional services offered beyond the basic requirements may be considered as an added advantage.

## 13. Dispute Resolution Mechanism

- Availability of a clear and effective grievance redressal and dispute resolution mechanism.

## 14. Insurance and Indemnity

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

### I. TERMS AND CONDITIONS:

#### i). General terms:

- 1. Submission Deadline:** Tenders for technical bid must be received by **due date**. Late submissions will not be considered.
- 2. Financial Bidding:** For agencies who are successful in technical bid their financial bid shall be opened. The successful party will be chosen by the Management Committee.
- 3. Validity:** Tenders should remain valid for a period of 30 days from the date of submission.
- 4. Authority:** IBG Marigold CHSL reserves the right to accept or reject any or all bids without assigning any reason whatsoever.
- 5. Modification of Criteria:** The Management Committee reserves the right to modify any of the criteria as it may find fit and proper.
- 6. Canvassing:** ANY FORM OF CANVASSING WILL LEAD TO AUTOMATIC DISQUALIFICATION.
- 7. Change in security Persons:** Any changes/ new deployment of security personnel will be allowed after panel police verification and written information to the society.
- 8. No frequent changes of security personnel will be permitted (normally).** In emergency case, first inform to society with proper justification and police verification.

#### ii). Two-Stage Evaluation Process:

##### 1. Technical Evaluation:

- The Technical bid should be in a separate sealed envelope and clearly marked as "**Tech Bid-Security Services**".



- All tenders will be initially evaluated based on technical criteria as outlined in the "Evaluation Criteria" section.
- Only bidders who satisfy the technical criteria will proceed to the financial bidding stage.

## **2. Technical Evaluation Criteria:**

1. Tenders will be assessed based on the submitted documents, proof of compliance, and additional materials that demonstrate technical competence.
2. Failure to meet any of the technical criteria may result in disqualification from the financial bidding stage.

## **3. Financial Bidding:**

- Financial bids will be opened only for those agencies that have qualified in the technical evaluation.
- The financial bid should be in a separate sealed envelope and clearly marked as **"Financial Bid-Security Services"**.

## **4. Financial Bidding Criteria:**

1. The financial bid should be comprehensive, including all costs related to manpower, equipment, and overheads.
2. The lowest bid will not necessarily be accepted. Evaluation will consider other factors like quality of service, manpower skills, and overall value for money.

## **5. Contract Award:**

1. The successful bidder will be notified in writing and will be required to enter into a contract with IBG Marigold CHSL within 15 days of notification and submit the Security Demand Draft at the same time.
2. Failure to enter into a contractual agreement within the stipulated time will result in forfeiture of the bid security and may lead to disqualification.

## **J. Payment Terms:**

1. Payments will be made on a monthly basis, subject to the completion of services to the satisfaction of IBG Marigold CHSL.
2. Any delays or failures in service delivery may result in penalties as specified in the contract.
3. Payment of salaries and wages: Service provider is required to pay salaries/wages of contracted staff deployed at buyer location first i.e on their own and then claim from Buyer along with all statutory documents like PF, ESIC, etc. as well as the bank statement of payment . Proof of such shall be enclosed with the invoice.





4. The vendor must ensure that the appointed outsourcing staff will have to upload their attendance photo daily in the VMS system and WhatsApp group created by the IBG Marigold CHS. Vendor should install biometric attendance system and copy of biometric attendance to be submitted along with the invoice.

#### **K. Penalties and Terminations:**

- 1) In the event of any breach of terms and conditions, either party shall have right to terminate the agreement by giving 30 days' notice.
- 2) One manpower less than the authority strength with due justification shall be considered. Beyond that penalty shall be imposed.

*e.g **Authority strength is 14.** If 13 is present, due justification to be provided. If attendance is 12 or less, penalty shall be imposed.*

- 3) If employee is found to misbehave or engage in violent behaviour, the bidder needs to replace him immediately and fine of Rs 1000 on the service provider. Any loss to Society member or society property will be adjusted against the damages determined by the Management Committee.
- 4) If employee is found doing any other work / sleeping / not in duty location during his duty hours, fine of Rs 250 on the service provider.
5. In case of wrong entry in society management app or ignoring the assigned duties/SOP , warning on first instance and after that penalty of Rs 500 per incident.

#### **L. Special Conditions of Contract:**

- 1) In the event of any loss occasioned to the IBG Marigold CHS. , as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the IBG Marigold CHS. , the IBG Marigold CHS. loss can be claimed from the contractor up to the value of the loss. The decision of the IBG Marigold CHS. , in this regard will be final and binding on the contractor.
- 2) Payment of salaries and wages: Service provider is required to pay salaries/wages of contracted staff deployed at buyer location first i.e on their own and then claim from Buyer along with all statutory documents like PF, ESIC, etc. as well as the bank statement of payment
- 3) Bidder must provide Escalation matrix of phone numbers for Service support.
- 4) For appointing the outsourcing staff, the agency has to prepare a shortlist of candidates and submit it to the IBG Marigold CHS. Only the candidate selected by the IBG Marigold CHS. has to be appointed.
- 5) From the selected outsourced staff, the agency shall obtain character certificate from at least 1 local people.
- 6) The bidder shall have all the relevant labour licenses and registrations.
- 7) The bidder shall not subcontract the work to any other agency.
- 8) The bidder shall pay the salary of the manpower by the **10<sup>th</sup> of every month** and the supporting documents should be submitted to the IBG Marigold CHS every month.



9) Security manpower would be having preferred working hours from 8 AM to 8 PM and 8 PM to 8 AM. (two shifts)

10) The bidder must ensure that the appointed outsourcing staff will have to upload their attendance photo daily in the VMS system and whatsapp group created by the IBG Marigold CHS.

11) If any staff is found to be absent during random verification, 2 days salary of the concerned outsourced staff will be deducted for every such absentee and the same would be deducted from the bill of the bidder.

12) The Bidder shall make provision for additional staff in case the appointed outsourced staff goes on emergency leave.

13) The bidder shall be responsible for financial or physical loss to the IBG Marigold CHS. due to any act of the designated staff and loss shall be reimbursed from the bill of the bidder.

14) If the bidder is found unable to provide manpower, the work will be allotted by the IBG Marigold CHS. to another manpower agency and the cost incurred for this work will be recovered from the agency.

15) The IBG Marigold CHS. does not recognize any employee/employer relationship with any of the employees of the bidder and shall not be under any obligation for providing employment to any of the worker of the contractor. A binding to this effect from all employees shall be submitted by the contractor.

16) The bidder has to maintain complete details, including resume, photograph, experience, qualification, date of service, police verification details of the selected manpower up to date.

17) In case of any dispute, the jurisdiction shall be Panvel.

18) The bidder is required to abide by all relevant Acts of Govt. like Minimum Wages Act, Contract Labour Act (Contract Labour (Regulation & Abolition Act, 1970) and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time, for his employees and shall be fully responsible for any violation thereof.

19) The Payment of the grant shall be made on monthly basis (in INR) by following ways: Cheque

20) The number of required manpower shall increase/decrease at the requirement of IBG Marigold CHS and the locations may vary as per the requirement of IBG Marigold CHS.

**21) Independent relationships:**

a. It shall be specifically understood and acknowledged by the bidder that the IBG Marigold CHS and its employees shall not be responsible with regard to compliance of all the applicable regulations in relation thereto.

b. Nothing herein contained creates any liability whatsoever on the IBG Marigold CHS, either express or implied, to in any way employ or provide any member of the bidder's organization or outsourced manpower with employment with the IBG Marigold CHS and the IBG Marigold CHS shall have no liability either express or implied, to pay or provide them with any form of compensation, gratuity and/ or remuneration whatsoever. No member of the bidder's organization or outsourced manpower shall have any rights against the IBG Marigold CHS and shall make no claim at any time during the period of work or at any time thereafter for any compensation for illness, accident, injury, disability on the IBG Marigold CHS.



22) **Force Majeure:** In the event of any unforeseen event directly interfering with operation of Service Provider arising during the currency of the agreement such as war, insurrection, restraint imposed by Govt., act of legislature or other authority, explosion, accidents, riot, act of public enemy, acts of God, sabotage, flood, earthquake, pandemic, any other national level disaster etc. the Service Provider shall immediately inform the commencement thereof notify the same in writing to IBG Marigold CHS with reasonable evidence. Due to any force majeure condition as mentioned here, if contractor is unable to operate from all/any sites in that case, the contract period will be extended equivalent to the period for which contractor was unable to operate from all/any site. No other compensation or even minimum assurance if any shall be claimed from the affected party in such a situation.

23) **Bid Price:**

a. The bidder may bid / Quote the service charge rate for providing technical manpower at minimum wages.

b. In Case of any Recovery-Revenue Recovery Act or Civil Act shall be followed.

2) Period of Contract / Work Duration:

a. The period of work contract shall be 1 year from the date of starting of contract.

b. The contract may be, upon satisfaction of the IBG Marigold CHS. , renewed/extended for 1 year . Maximum duration of contract is 5 years.

3) Firm Price:

a. The rates quoted by the Bidder shall remain firm and fixed during the currency of the contract period and not subject to variation on any account unless mutually agreed between contractor and IBG Marigold CHS.

b. As regards taxes and duties, if any, chargeable on the services and legally payable in respect of the Contract, the same shall be reimbursed as applicable in addition to the bid price.

24) Age of the persons deployed should be more than 20 years and less than 45 years.

25) IBG Marigold reserves the right to increase/decrease the manpower.

**M. Compliance:**

1. The awarded security agency must comply with all statutory and regulatory requirements, including but not limited to labor laws and safety regulations.

**N. Manpower deployment:**

Sl no	Location	Number of manpower per shift
1	Building Ground floor entrance lobbies (8G, 9C, 10G, 11F, 17G, 18E, 19C )	07
2	In Gate ground floor	01
3	Out Gate ground floor	01
4	Basement 1 gate and area	02
5	Podium/Garden/CCTV	01
6	Rounder	01
7	Supervisor	01





Total	14
<p>Note:</p> <ol style="list-style-type: none"> <li>1. All persons should be given one weekly off . No other holidays are admissible.</li> <li>2. Duty pattern: round the clock 12 hr shift duty ( 8 AM to 8 PM and 8 PM to 8 AM)</li> <li>3. Authority strength is 14 nos per shift. Minimum 13 persons to be present in a shift. Below 13 nos , penalty to be imposed.</li> <li>4. Maximum man-days admissible for 30 days month= <math>30 \times 28 \times 1.17 = 983</math> and for 31 days month=<math>31 \times 28 \times 1.17=1016</math></li> <li>5. 1.17 factor is considered for 6 day duty and one week off</li> <li>6. Maximum number of persons = <math>14 \times 2 \times 1.17 = 33</math></li> <li>7. Out of 33 persons, 14 persons shall be present in one shift i.e 28 persons on duty per day and rest 05 persons on week off. No other holidays admissible for payment purpose.</li> <li>8. Payment shall be done on actual attendance.</li> <li>9. IBG Marigold reserves the right to increase/decrease the manpower.</li> </ol>	

## M. PENALTY MATRIX:

Sl no	Particular	Remark
1	One manpower less than the authority strength with due justification shall be considered. Beyond that penalty shall be imposed. e.g Authority strength is 14. If 13 is present, due justification to be provided. If attendance is 12 or less, penalty shall be imposed.	Rs 250 per man-day short on the service provider.
2	If employee is found to misbehave or engage in violent behaviour. <b>Or left the post without deploying subordinate.</b>	Vendor needs to replace him/her immediately and fine of Rs 1000 on the service provider.
3	If employee is found doing any other work / sleeping / not in duty location during his duty hours	Fine of Rs 250 on the service provider.
4	In case of wrong entry in society management app or ignoring the assigned duties/SOP.	Warning on first instance and after that penalty of Rs 500 per incident.

## Contact Information:

Name: Adv. J V Bhosale

Position: Secretary

Email: [Tenders@marigold.ibgreens.in](mailto:Tenders@marigold.ibgreens.in)

Phone: 9665922277

## Note-

- A. Mobile number is shared only for urgent communications, if any. No general details will be discussed on mobile.
- B. Interested party can visit Society campus with prior intimation for inspection.



**TENDER SUBMISSION CHECKLIST**

(Tender Reference No: IBGM/T/2025/02/0022)

*{This will be your first page and all documents to be self-attested and enclosed as per the checklist.}***Vendor Name:** \_\_\_\_\_**Contact Person:** \_\_\_\_\_ | **Phone:** \_\_\_\_\_

Sr. No.	Checklist Item	Tick (✓)
1	Is Tender submission before <b>13/03/2025, 4 PM</b>	
2	Tender document fees Rs. 1,000 payment proof. (UPI scanner is shared) enclose payment receipt.	
3	Signed & stamped tender document	
4	Company registration certificate /partnership Deed/Certificate of incorporation	
5	Valid trade license, Proof of Insurance Coverage for Security Personnel	
6	PAN Card, GST Registration, PF & ESIC Certificates	
7	Audited financials (last <b>3 years</b> ) & proof of <b>₹3 Cr turnover</b>	
8	List of Society/Company/Organization where guards are deployed - <b>100+ guards</b> in Panvel region ( <b>Mandatory</b> )	
9	5 Existing Customer References (Names, Mobile Numbers & Email IDs)	
10	Undertaking on letterhead -Minimum <b>10 years'</b> experience proof (Work orders/contracts) & Acceptance of Payment Terms (60 days post undisputed invoice)	
11	Sealed & labeled <b>Financial Bid</b>	

**Certification by Vendor:**

I/We confirm that all required documents are attached as per this checklist.

**Authorized Signatory:** \_\_\_\_\_**Designation:** \_\_\_\_\_**Signature:** \_\_\_\_\_**Date:** \_\_\_\_\_ **Company Stamp:** \_\_\_\_\_

**PRICE BID FORMAT****(Submit in separate sealed envelope)**

Sl no	Particulars	No of persons (A)	All inclusive rate per day (Rs) (B)	Total (Rs) C= A x B
1	Security Guard ( 12 hour duty) 5 reliever already covered	33		
2	Security Supervisor (12 hour duty)	02		
Total for per day ( D= 1 + 2)				
Total for 1 year ( E= D x 365)				
Note: <ol style="list-style-type: none"> <li>1. Price quoted is inclusive of <b>all taxes</b>, duties, service charge, material , equipment, training charge etc .</li> <li>2. IBG Marigold reserves the right to increase/decrease the manpower.</li> <li>3. Out of 33 persons, 14 persons shall be present in one shift i.e 28 persons on duty per day and rest 05 persons on week off. No other holidays admissible for payment purpose.</li> <li>4. Payment shall be done on actual attendance.</li> </ol>				



## UNDERTAKING

(To be printed on the company letterhead)

**Date:** /03/2025

**To,**  
The Secretary,  
IBG Marigold Co-operative Housing Society Ltd.  
Sector 4, Indiabulls Greens, Kon,  
Post – Ajavali, Tal – Panvel, Dist – Raigad 410221

### **Subject: Undertaking for Minimum 10 Years' Experience & Acceptance of Payment Terms**

Dear Sir,

We, **[Company Name]**, having our registered office at **[Company Address]**, hereby confirm the following:

1. **Minimum 10 Years' Experience** : We have been actively engaged in providing security services for **more than 10 years** as of the date of this undertaking. We have successfully provided security services to various residential societies, corporate offices, and establishments. As proof of our experience, we are submitting copies of **work orders/contracts** from our existing and past clients.
2. **Acceptance of Payment Terms**: We acknowledge and accept the payment terms as specified in the tender document **IBGM/T/2025/02/0022**. Payments will be made **60 days post submission of an undisputed invoice**, complete in all respects. We agree to provide all necessary supporting documents for invoice processing and undertake to comply with these terms without deviation.
3. **We confirm that all the details, documents and facts submitted by us in this tender are true and correct and nothing is concealed. I further agree that it same is found to be false and/or fabricated, then my tender application can be cancelled anytime.**

We affirm that the information provided is true and accurate to the best of our knowledge.

### **Authorized Signatory**

[Name]

[Designation]

[Company Name]

[Company Seal & Signature]

