

TELANGANA STATE ROAD TRANSPORT CORPORATION
Hyderabad Region
(TENDER FORM NOT TRANSFERABLE)

To
The Regional Manager,
T G S R T C,
Hyderabad Region,
MGBS, Hyderabad.

PHOTO

Sir,

Sub: **OUTSOURCING OF SECURITY GUARDS** – Awarding of
Outsourcing of Security Personnel (without Arms) in the Depots of
Hyderabad Region – Submission of Tender Application – Reg.

Ref: Tender Notification No.M2/797(02)/2024-HR, dt. 07.10.2024.
published in News papers on 18.10.2024.

I/We hereby submit the Tender in the prescribed tender form. I/We read thoroughly the job description, Terms and conditions supplied together with the Tender Form and understood the full contents.

Further, I/We hereby submit my/our tender in the prescribed Tender Form.

I/We hereby further agree to abide by the Terms and Conditions stipulated by the Corporation from time to time during the operation of my/our contract on being awarded the same.

Yours faithfully

(SIGNATURE OF THE TENDERER)

Date:

FULL NAME :

PERMANENT ADDRESS:

OF THE TENDERER

PHONE NO & CELL NO:

(IN BLOCK LETTERS)

**TENDER FORM TO BE FILLED BY THE TENDERER FOR ALLOTMENT
OF OUTSOURCING OF SECURITY PERSONNEL (WITHOUT ARMS) IN
THE DEPOTS OF HYDERABAD REGION**

- 1) NAME OF THE TENDERER :
(In capital Letters)
 - 2) DATE OF BIRTH AND :
AGE OF THE TENDERER
 - 3) FATHER'S NAME :
 - 4) CASTE :
 - 5) FULL ADDRESS OF THE :
TENDERER WITH MOBILE
& PHONE NO.
 - 6) IF FIRM/ AGENCY MENTION :
FULL ADDRESS AND DETAILS
 - 7) PAN NO. :
(Copy to be enclosed)
 - 8) NATURE OF WORK : PROVIDING OF SECURITY
PERSONNEL (WITHOUT ARMS)
 - 9) NAME OF THE WORK PLACE : DEPOTS OF HYDERABAD REGION
 - 10) MIN.NO.OF PERSONS TO BE : 24 Security Personnel (without arms)
DEPLOYED FOR THE ABOVE WORK
 - 11) MINIMUM VALUE OF THE WORK : **Rs.4,02,960/-** per month.
(As per the Annexure enclosed)
 - 12) RATE QUOTED FOR CARRYINGOUT: Rs._____
- THE ABOVE WORK BY PROVIDING 24 SECURITY
PERSONNEL(WITHOUT ARMS)
- In Words: Rupees : _____
- (Including Min. wages, like PF, ESI, EDLIF, and Profit margin 7%)
- (NOTE: Tenderer should not quote less than minimum value of the work)
- 13) EARNEST MONEY DEPOSIT (EMD) : Amount Paid Rs. 2,42,000/-
By Way of D.D./Bankers Cheque D.D. No. _____
Only drawn in favour of DATE _____
Dy.Chief Accounts Officer BANK _____
Secunderabad Region.

(EMD is not exempted to any Society/ Voluntary Organization/ Institution/ Communities etc.,)

- 14) DETAILS OF PF CODE NO. & VALIDITY (Proof to be enclosed) :
- 15) DETAILS OF ESI CODE NO. & VALIDITY (Proof to be enclosed) :
- 16) DETAILS LABOUR LICENCE NO. & VALIDITY (Form No.VI Proof to be enclosed) :
- 17))DETAILS OF GST NO. (Proof to be enclosed) :
- 18) PREVIOUS EXPERIENCE (Proof to be enclosed) :
- 19) LAST DATE & TIME FOR SUBMISSION OF TENDER :06.11.2024,UPTO 14.00 HOURS

I/We confirm my/our acceptance to the Job description, Terms and Conditions stipulated by TGSRTC. In the event of my/our failure to abide by any of the Terms and Conditions, the EMD amount paid me/us is liable for forfeiture.

DOCUMENTS TO BE ENCLOSED TO THE TENDER FORM

1. EMD DD
2. Proof of PF Code No.
3. Proof of ESI Code No.
4. Proof of GST No.
5. Labour Licence (Form VI)
6. Experience Certificate

20) The following are the criteria for awarding of Tender by the Tender Committee:

- a) The agency participating in the tender shall have at least two (02) years of experience for the same/similar nature of work.
- b) The tenderer who is holding PF and ESI Code Nos., and Labour License Form No.VI issued by the appropriate authorities shall be given preference.
- c) Other things being equal, if more than one Tender quotes is found suitable by the Tender Committee, the Contract shall be allotted one of them on the basis of LOTTERY.
- d) Finalization of tenders will be by way of negotiation by the Tender Committee. The decision of the Tender Committee in that regard shall be final.
- e) The persons who are black - listed or who have bad track record with the Corporation or against whom business complaints are pending will not be considered for allotment of the contract even if they fulfill all other conditions:

21) The Tender form, fully filled up shall be placed in a sealed cover and dropped in the tender Box, kept in the office of the Regional Manager, Hyderabad Region, Ist Floor, MGBS, HYD **from 10.30 hrs to 14.00 hrs on 06.11.2024**. The tenders received after the stipulated date and time will not be accepted. Tenders will be opened on the same day at 15.00hrs.

22) On the sealed covers in which the tender forms are submitted the name of the Units/Bus station for which tender is placed shall be written clearly.

Sl. No	DEPOT / UNIT	NAME OF THE WORK PLACE	NO.OF SECURITY GUARDS	NO.OF SECURITY SUPERVISORS	MIN. VALUE OF THE WORK	EMD
1	RM/HR	Depots of HR	24(including Off Relievers)	NIL	Rs.4,02,960/-	2,42,000/-

TERMS AND CONDITIONS:-

**OUTSOURCING OF SECURITY PERSONNEL (WITHOUT ARMS) IN THE
DEPOTS OF HYDERABAD REGION :**

- 1) a) The contract period is TWO (2) YEARS initially which will be extendable for ONE (1) more year based on the satisfactory performance (i.e. total three (03) years only).
- b) The Agency shall have to undertake the contract for a minimum period of TWO YEARS from the date of entering into agreement. If they desire to discontinue the contract before completion of the minimum period of TWO YEARS for reason whatsoever, their Security Deposit will be forfeited to the Corporation.
- c) After successfully completing the One year period, if the Agency desires to withdraw from the contract in the 2nd or 3rd year, they may do so by giving 3 months advance notice ((i.e. after completion of 9 months period, the contractor can issue three months advance notice), failing which they shall forfeit their security Deposit even in the 2nd or 3rd year.
- 2) The Agency shall deploy well trained and disciplined persons as Security Guards round the clock (24 hours) as detailed below or as may be required by the TGSRTC, from time to time.
 - I. Shift 07.00 Hrs to 15.00 hrs.
 - II. Shift 15.00Hrs to 23.00 Hrs.
 - III. Shift 23.00 Hrs to 07.00Hrs.
 - IV. General shift 08.00 Hrs. to 17.00 Hrs
- 3) The Security Guards deployed by the Contractor/Agency are entitled for wages on weekly offs and they have to strictly follow the timings allotted to them. The Unit Officers/Security Officers (V&S)/Asst. Director(V&S)/Joint Director(V&S) are authorized to change the timings based on the day to day requirement.
- 4) The Corporation shall have the right to terminate the contract with a month's notice if in its opinion the performance of the Agency/Contractor is not satisfactory, duly forfeiting the Security deposit. Its decision in this regard shall be final.

5) The Agency has to pay Security Deposit equivalent to ONE (1) month remuneration multiplied by the total number of persons being engaged in cash and maintain the same amount as Security Deposit during the total period of contract, failing which allotment is liable for cancellation and the EMD paid by the Agency shall be forfeited to the Corporation without any notice/intimation. **The Security Deposit shall not carry any interest.**

6) The Agency has to pay Security Deposit as specified and enter into agreement with TGSRTC, failing which allotment is liable for cancellation and the EMD paid by the Agency shall be forfeited to the Corporation without any notice/intimation. **The Security Deposit shall not carry any interest.**

7) The Security Deposit is refundable on the expiry of the contract period without interest and subject to the satisfactory performance and fulfillment of agreement conditions.

8) a) Only parties/agencies possessing Labour License, Individual PF & ESI Code numbers had having a minimum of TWO (2) years experience in similar nature of business in size and scope of work are eligible to participate in this Tender.

b) Agency shall render security and vigilance services by deploying Security Guards who fulfill the following minimum standards.

CATEGORY	AGE	EDUCATION	HEIGHT	WEIGHT
SECURITY GUARDS	Not below 18 years, not above 45 years	7 th Pass	160Cms	50Kgs

c) The Agency should deploy Security guards with experience/training.

d) Should produce a Physical fitness certificate obtained from the District Civil Surgeon, at the time of deployment.

e) Must have good antecedents.

f) The agency shall deploy the Security Guards who do not have physical deformities or any contagious diseases, which would disable them from discharging their duties. In this respect the TGSRTC reserves the right to give suitable instructions as and when such instances are noticed.

9) THE AGENCY:-

- a) Shall provide a list of Security Guards deployed by it to the concerned unit Head i.e. Principal/ZSTC/HPT with full bio-data along with passport size photos, before entering in to agreement.
- b) Shall uniform of Khaki or any other colour as prescribed by the Corporation, with name plate /badge to the Security Guards deployed by it to TSRTC.
- c) Shall provide whistles and torches to the Security guards, who perform duty in night shift and the torches should be functioning condition.
- d) Shall provide lathis and whistles and any other permitted accessories required to the Security Guards deployed by it. The Agency shall notify to the Security Guards deployed by it, that they are not regarded as Employees of TGSRTC and TGSRTC does not undertake any liability arising out of employment of any nature and in any manner. Further, such security Guards will not have any claim against TSRTC in the matter of service including absorption, regularization etc,.
- e) Shall ensure timely reporting of Security Guards to their assigned duty and their smart turnout.
- f) Shall provide suitable time recording instruments at all places and check the punctuality in attendance and alertness of Security Guards while on duty at regular intervals by giving program of taking rounds in the premises etc.
- g) The agency shall categorically make it clear that the Security Personnel deployed by it are the Employees of the Agency only.
- h) Shall screen the personnel for their incidents, before their deployment to TSRTC.
- i) The Security guards should not be changed frequently, and in case of such change, it should be done in consultation with the concerned authorities.
- j) Shall maintain liaison with the local police.
- k) Shall bring out Anti-Theft/Anti- fire measures in consultation with Unit Heads/Authorities concerned.

l) The Agency shall safeguard the Corporation property from criminal offenses like Theft, Misappropriation, Fire, Sabotage etc. In addition to that they should regulate the entry and exit of vehicles and flow of traffic and take prompt action in the event of any untoward incidents.

m) Shall agree to make good the loss/damage to the TGSRTC property upon establishment of the negligence of the agency, on enquiry by TGSRTC authorities. In case of any dispute or disagreement, the decision of TGSRTC authorities will be final.

n) Shall ensure that their Security Guards shall conduct themselves in a disciplined manner and shall not report for duties after assuming alcoholic drinks or any other intoxicating substance.

o) Shall replace Security Guards who fall sick, proceed on leave or otherwise absent themselves without additional cost to the TGSRTC.

p) The Agency shall have no claim for bills against non-employment of persons.

q) During the check conducted by the Supervisors/Officers of TSRTC if any Security Guard deployed is found sleeping while on duty or absent from work spot or found under the influence of alcohol or in bad turn out, a minimum penalty of Rs.50/- and maximum penalty of Rs.500/- per Security Guard per instance per day up to three times and if it is repeated more than 3 times, the contract of the Agency will be liable for termination (i.e. the penalty will be effected from the Monthly bill of the Agency besides the defaulter being asked to be removed/replaced.

r) In case the Agency fails to pay Minimum Wages, PF, ESI etc. the Corporation is having right to recover such amounts due to the employees from the Security Deposit, besides termination of contract.

s) If any Security Guard absents on a particular day, the corresponding wages have to be deducted from the Contractor in monthly remuneration bill.

10) CHARTER OF DUTIES OF SECURITY PERSONNEL AT ZSTC/HPT.

a) To safeguard the property of the Corporation.

b) To prevent thefts, pilferage, losses, outbreak of fire.

c) To maintain discipline and keep vigil while on duty.

- d) To act as a SHG in the absence of SHG.
 - e) To maintain all Security Branch records prescribed.
 - f) To check outgoing and incoming vehicles and material as per Log sheet/ Gate Passes/ Vouchers and make entries in the relevant records to prevent pilferages/ Misuse/ Losses.
 - g) To check oil tanker at the time of decanting the HSD/Petrol in the absence of SHG and whenever instructed and to make entries in the concerned registers.
 - h) To check and restrict the movement of visitors, employees in the premises.
 - i) To collect information with regard to union activities, Strikes, Dharnas, un towards incidents and activities of unlawful elements and bring to the notice of the superior authorities duly mentioning in the General diary and submit reports before leaving the posts.
 - j) To obey all instructions of the superior authorities in discharging their duties.
 - k) Any other duties assigned to them by their superior.
- 11) a) The Agency has to comply with all the provisions of the Acts of Government relating to Labour and Rules and Regulations made there under from time to time like Contract Labour (R&A) Act 1970. Payment of Minimum Wages, PF, EDLIF, ESI, Weekly off etc. as prescribed by the appropriate Government from time to time and submit the proof of compliance along with the monthly bill to the Depot Manager/Unit Officer concerned for payment. He has to indemnify the Corporation from all the claims, damages for compensation under the provision of all Laws and Acts pertaining to the Labour.
- b) The Agency shall pay minimum wages to the Security Guards (Without arms) engaged by it at the rate not less than, the Minimum wages as notified by the Government from time to time, in the presence of Unit Officer/Supervisor failing which the difference of wages will be deducted from the security Deposit/Monthly bill. The Agency is responsible for any objections, disputes raised either by Labour department or the Security Guards engaged by it on any payment to be made to the workers and on any penalties levied by the Government or any other statutory authorities and shall pay immediately.

c) In the event of imposition of any punishment by any statutory authority like fine etc. and if the Corporation is made a party in such penal action, the Corporation has got the authority to keep such amount due to the Agency like Remuneration/Security Deposit etc. with it until it is proved to the satisfaction of the Corporation that such penal action are ceased and the Corporation is indemnified. Such action may also be reason for termination of Contract.

d) The Agency shall pay all the taxes under the Central and State Acts/Rules made there under, applicable to the business. The Corporation is not liable for the penalties in view of nonpayment of taxes or default therein. Any default, nonpayment of taxes to statutory authorities will cause termination of license and vacation of premises, duly forfeiting the Security Deposit.

- 12) The monthly bill of the Contract amount shall be paid to the Agency only after submission of proof of payment of PF, EDLIF & ESI to the appropriate authorities, duly following the rule position.
- 13) The Agency is liable for any obligation arising out of his contract in respect of Labour engaged by them and shall comply with them at once.
- 14) The Agency has to contact the Labour Department and maintain the registers etc. as required under Law and as required by the Corporation and the same have to be produced for verification of the inspecting Officials.
- 15) No compensation shall be paid by the Corporation for any injury or death of the Security Guards engaged by the Agency within the premises of the Contract area. The Agency is liable to bear all expenses and compensation in such cases. The Agency shall satisfy the TELANGANA STATE ROAD TRANSPORT CORPORATION of the arrangements made by them to fulfill their obligation arising out of this clause by way of an Insurance Policy.
- 16) The Agency shall insure the lives of the Security Guards engaged for any eventual risks that might crop up in the event of any accidents and it shall be the sole responsibility of the Agency to meet all the Claims/Compensation for disability or loss of life of the Security Guards arising out of their employment and damage to the equipment pertaining to TGSRTC, if any.
- 17) The Security Deposit paid by the Agency is liable to be forfeited in the event of non commencement of service contract after depositing Security deposit within the stipulated time as per the allotment order or breach of any of the terms and conditions of the Tender Form besides termination of Contract.

- 18) The Security Deposit amount is liable to be forfeited in the event of non submission of Deed of License after payment of the Security deposit amount and before commencement of service contract.
- 19) Any violation or breach of terms and conditions of the contract including unsatisfactory performance shall render the contract liable to be terminated duly forfeiting the Security Deposit.
- 20) The Corporation is having rights to increase or reduce the man power of the contract as and when necessary by the Corporation.
- 21) The GST at the rate applicable shall be paid by the contractor and submit the proof of the same in proper format for reimbursement.
- 22) The Corporation will meet the total additional expenditure that arises due to increase in minimum wages and the corresponding increase in Employer's contribution towards PF, EDLIF and ESI and **no enhancement of profit margin will be allowed on the corresponding increase in minimum wages, as and when the minimum wages are enhanced during the period of contract.**
 - a) **Whenever the minimum wages payable to the contract labour/workers are enhanced, in the middle of the contract period, the contractor should pay the difference of Security Deposit towards the revised monthly remuneration/license fee".**
- 23) The License is liable for termination in the event of the Agency failing to do the contract (for which the license is granted) for a continuous period of Seven (7) days which shall also carry necessary penalties and forfeiture of Security Deposit.
- 24) The allotment of contract shall be NON EXCLUSIVE BASIS i.e. the Corporation shall have the right to grant license to more than One (1) Agency to do the same type of work within the same premises.
- 25) The Agency has to produce a certificate from the authority concerned every month on or before 5th of succeeding month to the concerned Unit Officer on the satisfactory performance of the work for arranging payment of monthly remuneration which will normally be arranged before 10th of succeeding month.
- 26) The Unit Officer shall certify the claim submitted by the Contractor/Agency with reference to the Attendance of the Security Guard.

- 27) In the event of death of Proprietor of Agency, the validity of license shall cease to exist. However, the Licensor may permit the Legal Heir of the Agency to run the contract on the same terms and conditions for the remaining period of License, on execution of fresh Deed of Agreement by such heir only in case of acceptance by Corporation.
- 28) The rights given under this contract are not transferable.
- 29) The Agency should adhere to all Acts and Laws applicable to their business and for any violation of such laws the sole responsibility lies with the licensee.
- 30) The Agency will have their work contract supervised by the Unit Officer regularly or any authority authorized to do so.
- 31) On the expiry of the period of license or on its termination, as the case may be the Agency shall hand over the equipment if any to the Depot Manager/ Unit Officer of the concerned Depot.
- 32) In all disputes in case of doubts on interpretation of clauses or conditions and applications of this contract or otherwise, the decision of the Managing Director, TGSRTC shall be final.
- 33) The Agency shall not be entitled to any other charges except the payment per Security Guards.
- 34) a) The Agency shall undertake any other work connected with Security & Vigilance upon instructions from the TGSRTC.
- b) Extra personnel if required by the TGSRTC in exigencies shall be deployed by the Agency based on the Wages indicated on its offer.
- c) It is up to the TGSRTC to formulate/devise any valuation system to enable assessment of the performance of the Agency. The TGSRTC reserves the right of posting the Supervisors/Officers to monitor and evaluate the performance of the Security Guards.
- d) The Agency is not entitled to claim double wages or any additional wages to the Security Guards engaged by him in the event of using them in National Holidays, State Government Holidays.
- e) The Agency shall ensure deployment of Security Guards of its Agency as per the schedule and shall refrain from extraction of double duty from any of its Security Guards deployed in TGSRTC i.e. the Security Guards, who perform duties in first shift should not be continued in second shift and the second shift Security Guards in third shift and the third shift Security Guard in the next days first shift etc.

f) The Security Guards deployed by the Agency are not entitled to free Bus Passes or any other facility that may be available to regular employees of the Corporation.

35) The Corporation is not responsible, if the Tenders are held up due to litigation in Courts or for any other administrative reasons.

36) Tender in the name of minor or on behalf of minors will be rejected, besides forfeiting the EMD amount. Tenders once made shall not be permitted to be withdrawn.

37) Tender Forms not accompanied by Demand Draft in original towards the requisite EMD, incompletely filled in forms, forms without signatures on all pages of Tender Application & Terms and Conditions will be rejected. Also the successful tenderer has to submit solvency certificate issued by the Competent Authority.

38) Tender Forms with any preconditions or additional conditions other than the conditions prescribed by TGSRTC will summarily be rejected.

39) All the above Terms & Conditions will form part of the agreement of the license and the Agency will be bound by the conditions in addition to any other conditions prescribed by the Corporation from time to time.

DUTIES AND RESPONSIBILITIES OF SECURITY GUARDS AT BUS STATIONS

1. Safeguarding the properties of Corporation against loss, damage and sabotage.
2. Preventing the entry of illicit/ unauthorized vehicles at main entrance gate and preventing of contact carriages, maxi cabs around the bus station.
3. Restrict unauthorized movement and parking of the private vehicle in and around the bus station so as to facilitate the free movement of RTC vehicles.
4. Regulating the parking of commuters vehicles.
5. Driving out hawkers, beggars, prostitutes and agent of illicit vehicles trying to take away the passengers from bus station platforms.
6. Identifying the pik packeters, suitcase lifters, snatching offending and anti-social elements causing inconvenience to the commuters and to hand them over to local police under intimation to the higher officials.
7. Maintaining queues at advanced/ current ticket booking counters, bus pass counters, wherever required.

8. Recording of arrival punctuality of buses at Major and Dist. Headquarters bus station.
9. Assisting the bus Station Manager. Traffic supervisors in realization of rents, closure of default stalls etc.,
10. Keeping a close watch on encroachment or illegal occupation of Bus Station sites or vacant space and inform the same to unit officer immediately.
11. Reporting of Trade Union activities and all untoward incidents at Bus Stations including accidents information.
12. Informing about all activities causing loss to Corporation directly or indirectly.
13. Giving proper assistant/ guidelines to the commuters, when required and also behaving with the commuters, crew and officials courteously.
14. Assisting the local police at the frisking of passengers in the bus station and clearing of traffic in front of bus station for flow of traffic.
15. Checking and restrict the carrying of prohibited articles like petrol, kerosene etc.
16. Inform the fire station, besides carrying out first aid exercise in case of fire accidents in the premises of TGSRTC.
17. Provide escort for, men, material and valuables as and when requisitioned.
18. On coming to know to the occurrence of any illegal activity inside the premises of TGSRTC, by the employees of TGSRTC/ Outsider they shall report to the appropriate authorities forthwith without any loss of time and taken action to Marshall and prepare the evidence of such illegal activities as desired by TGSRTC from time to time.
19. Regulate the movement of men and materials coming into and going out of the premises of TGSRTC, duly verifying the relevant document and duly entering their details in the concerned register.
20. Report immediately and security treat to the movable and immoveable property of the TGSRTC and take all measures of protect the same.
21. Report on the inadequacy of lighting and fire extinguishers inside the premises, and to the condition of the compound wall from time to time to unit officer.
22. To attend to all lawful duties pertaining to security and vigilance as allotted by the Union Head/ Security and Vigilance Officer/ authorized officers of TGSRTC which may vary from unit to unit.

23. Any other specific work/ task other than the above specified duties assigned by the unit officer.

SIGNATURE OF THE TENDERER

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