

India International Convention & Exhibition Centre (Yashobhoomi)

E-TENDER NOTICE

SECTION-1: BACKGROUND AND INSTRUCTION TO BIDDER

A. Introduction & Scope

Through this Request for Proposal (RFP), India International Convention and Exhibition Centre Limited (IICCL) invites competitive bids through the Open Tendering System on the GeM Portal for the engagement of a Security Agency for deployment of Skilled Security Guards (Unarmed) and Security Supervisors at the India International Convention & Exhibition Centre (Yashobhoomi), New Delhi. The selected agency shall provide security personnel to meet the day-to-day operational requirements of IICCL as well as additional deployment during IICCL events, for a period of two (02) years.

B. Instruction to bidder

1. Interested agencies may view or download the complete tender document from the GeM Portal at <https://gem.gov.in>. Bids shall be submitted online only at GeM Portal website: <https://gem.gov.in>
2. Not more than one bid shall be submitted by one bidder or bidders having business relationship/ vested interest. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
3. Tender downloaded from GeM Portal website <https://gem.gov.in>, **shall not modify the tender form in any manner**. In case if the same is found to be tampered/ modified in any manner, tender will be summarily rejected and Bidder is liable to be blacklisted from doing business with IICCL.
4. The prospective bidder is advised to visit GeM Portal website <https://gem.gov.in> for any Corrigendum/Addendum/Amendment/Clarifications, if any, before uploading its bid and if the bid has been uploaded, same could be detached/withdrawn and resubmitted taking into account Corrigendum/Addendum/Amendment/Clarifications. Notwithstanding, anything contained in this bid document, it is unequivocally clarified that if any Corrigendum/ Addendum/ Amendment/ Clarifications issued after submission of the bid and before closing of the bid date and time, such bid would be treated as nonresponsive.
5. **Submission of Bid:** The bid shall be submitted in two parts, namely the Technical Bid and the Financial Bid, in accordance with the provisions of this RFP and the GeM Portal.
 - a) **Technical Bid:** The Technical Bid shall contain all documents, forms, eligibility criteria documents, declarations, and undertakings as specified in this RFP.
 - b) **Financial Bid:** The rate shall be submitted online on the GeM Portal in accordance with the provisions of the GeM Portal. No price or financial information shall be disclosed or included in the Technical Bid. Inclusion of any financial details in the Technical Bid shall render the bid liable for rejection.
6. **Earnest Money Deposit (EMD)/ Bid Security:**
 - 6.1. A bid security in the form of a Bank Guarantee (from/confirmed by the bank in the format specified in Form or Account Payee Demand Draft, from a Scheduled Indian Bank in favour of “ India International Convention and Exhibition Centre (Yashobhoomi) ”, payable at New Delhi, for the sum of ₹ 12,45,979 shall be required to be submitted by each Applicant (“Bid Security”). The Bid Security shall be valid for a period of 45 days beyond the bid validity period, reckoned from the Bid published Date. For the purpose of clarity, Scheduled Indian Bank shall mean State Bank of India and its Associates, Nationalized Banks, Other Public Sector Banks and Private Sector Banks as prescribed in the Second Schedule to the Reserve Bank of India Act, 1934.

Provided that the following categories of Applicants, on submission of Bid Security Declaration in the format specified in RFP, shall be exempted from furnishing Bid Security:

- a. **Micro and Small Enterprises (MSEs)** holding a valid Udyam Registration and specifically confirming this status at the time of Proposal submission may claim an exemption from submitting Bid Security. Such MSEs must have their credentials validated online through the Udyam Registration website of the Ministry of MSME, supported by documents uploaded during the Selection Process and verified by the Purchaser.
- b. **Start-ups recognized by DPIIT**, holding a valid Startup Recognition Certificate, may claim an exemption from submitting Bid Security. The Applicant must upload this certificate during the Selection Process for validation by the Purchaser. The Applicant must also ensure that turnover for any financial year has not exceeded the limits prescribed in the certificate or under the DPIIT Start-up scheme.
- c. Central / State Public Sector Undertakings.

6.2. The details for online transfer of EMD/bid security are as under:

Account Name: India International Convention and Exhibition Centre Limited

Bank Name: State Bank of India

Account No.: 38421926838

IFSC Code: SBIN0017313

6.3. The Client shall not be liable to pay any interest on Bid Security.

6.4. The Client will be entitled to forfeit and appropriate the Bid Security as mutually agreed loss and damage payable to Client in regard to the RfQ-cum-RfP without prejudice to Client's any other right or remedy under the following conditions:

1. If an Applicant engages in a Prohibited Practices as envisaged under this RfQ-cum-RfP or
2. If any Applicant withdraws or amends his Proposal or impairs or derogates from its Proposal in any respect during the period of the Proposal's validity as specified in this RfQ-cum-RfP and as may be extended by the Applicant from time to time, or
3. If the Applicant attempts to influence the Selection Process; or
4. In the case of the Successful Applicant, after having been notified within the Proposal Validity of the acceptance of his Proposal by the Client, if the Successful Applicant:
5. Refuses to or fails to submit the original documents for scrutiny or
6. Fails to sign and return, as acknowledgement, the copy of the Letter of Award within the stipulated time or any extension thereof or
7. fails to sign the contract or
8. fails to provide the Performance Security within the specified time limit, or
9. If the Applicant commits any breach of terms of this RfQ-cum-RfP or is found to have made a false representation to Client or submits false certificates in terms of any documents in support of the Applicant's Proposal.

Provided that the Client shall have the right to enforce the Bid Security Declaration, for the Applicants who have submitted such Bid Security Declaration in lieu of the Bid Security, for all grounds for which the Client has the right to forfeit and appropriate the Bid Security.

- 6.5. Unsuccessful Applicants' Bid Security shall be returned to them without any interest not later than 30 days from the date of issuance of LoA to successful bidder.

Provided that in the event the unsuccessful Applicant had submitted Bid Security Declaration, as provided for in terms of this RfQ-cum-RfP, such Bid Security Declaration shall expire from the date of issuance of LoA to successful bidder.

- 6.6. Successful Applicant's Bid Security shall be returned without any interest not later than 30 days after receipt of Performance Security from them.

Provided that in the event the Successful Applicant had submitted Bid Security Declaration, as provided for in terms of this RfQ-cum-RfP, such Bid Security Declaration shall expire from the date of receipt of Performance Security from them.

7. CLARIFICATION OF BIDDING DOCUMENTS:

A prospective bidder requiring any clarification of the Bidding Documents may notify IICCL in writing or email at IICCL mailing address indicated in the Invitation for Bids. IICCL will respond in writing to any request for clarification of the Bidding documents which it receives not later than 05 working days prior to the deadline for the submission of bids prescribed by IICCL. Written copies of IICCL response (including an explanation of the query but without identifying the source of the query) will be uploaded on e-tendering website. Any clarification or information required by the bidder but same not received by IICCL, five days prior to the bid due date, the same is liable to be considered as no clarification/information required.

8. QUERIES AND CLARIFICATIONS

All queries regarding these Terms of Reference shall be addressed in writing (by email or post) to:

Contact Details	Rajeev Sharma
Designation	GM (P& T), IICC
Address	IICC Yashobhoomi, Sector 25, Dwarka, New Delhi — 110 075
Email	iiccdwarka@nicdc.in
Last Date for Queries	(as per Tender Schedule)
Response Mode	Corrigendum / Clarification to be issued on IICC website

9. Interpretation

In this Tender Document, unless the context otherwise requires:

- (a) For the purpose of this Tender Document, where the context so admits:
 - (i) The singular shall be deemed to include the plural and vice versa and
 - (ii) Masculine gender shall be deemed to include the feminine gender and vice-versa.
- (b) References to a **“person”** if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency legal juristic person thereof.
- (c) References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.

- (d) Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.
- (e) The headings and sub-headings are inserted for convenience only and shall not affect the construction and interpretation of this Tender Document. References to the word "include" and "including" shall be construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

10. Due Diligence

The Bidders are expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid non-responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. IICCL shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

11. Period of validity of bid:

- 1 Validity period: Bids shall remain valid for 120 days. IICCL holds the right to reject a bid valid for a period shorter than 120 days as non-responsive, without any correspondence.
- 2 Extension of period of validity: In exceptional circumstances, IICCL may solicit the bidder's consent to an extension of the period of validity. The request and response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. A bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

12. Cost of bidding:

The bidder shall bear all the costs associated with the preparation and submission of its bid and IICCL shall under no event or circumstances be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

13. Undertaking:

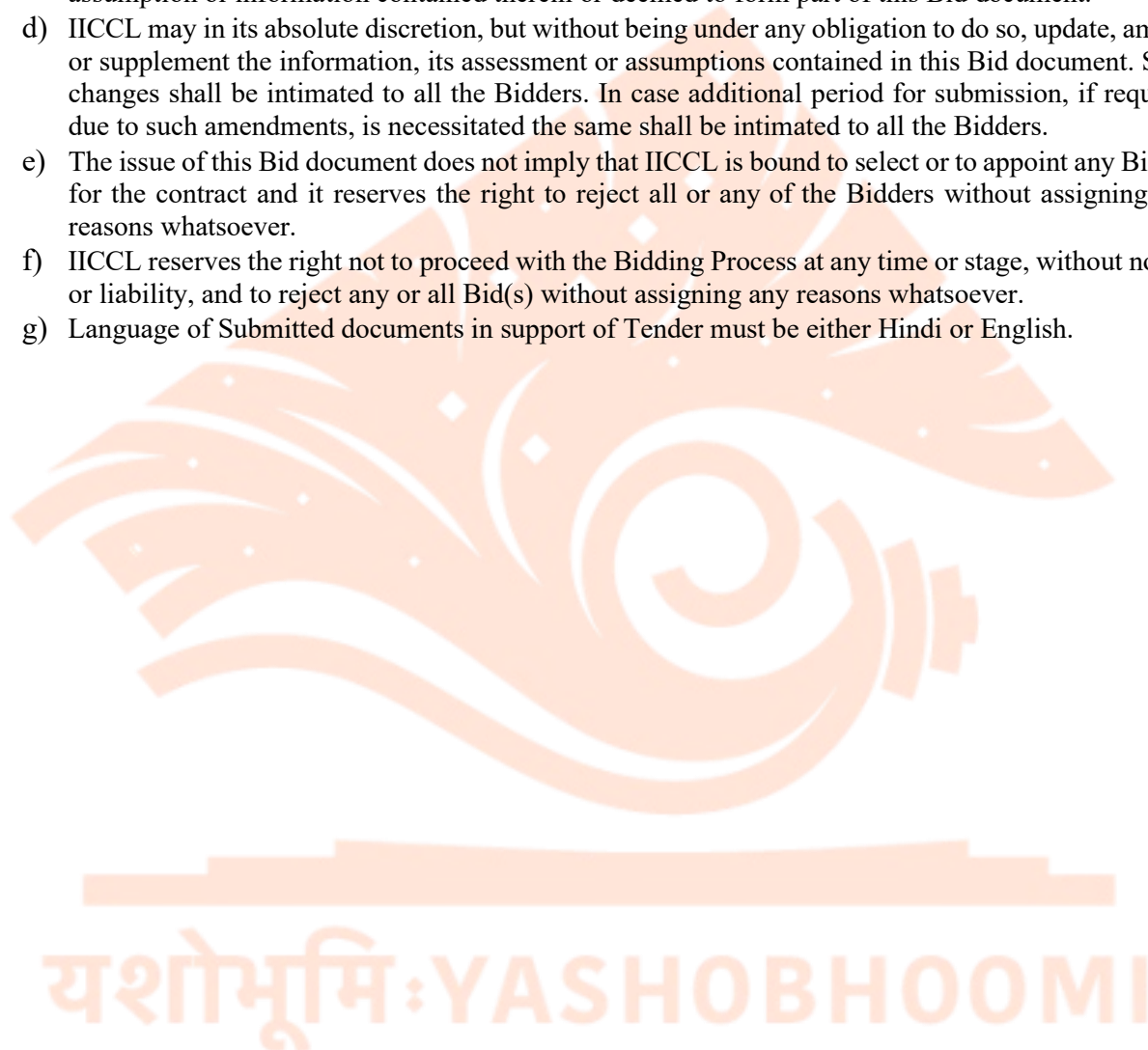
An unconditional undertaking from the Bidder stating the compliance with all the terms and conditions of the Contract/Tender and Technical Specifications of the Bidding Document will be required, since no deviation will be acceptable to IICCL.

14. The contract in respect of man-power (Private Security staff) requirement during the tenure of this Contract shall be governed in accordance with the terms & conditions and laws applicable in the country. The IICCL may inspect the facility of the vendors to verify the genuineness and to ensure the conformity with the details given.

15. Disclaimer:

- a) The information contained in this Bid Document or subsequently provided to Bidders, whether verbally or in documentary form or otherwise by or on behalf of IICCL, or by any of its employees, is provided to Bidders on the terms and conditions set out in this Bid document and such other terms and conditions subject to which such information is provided.

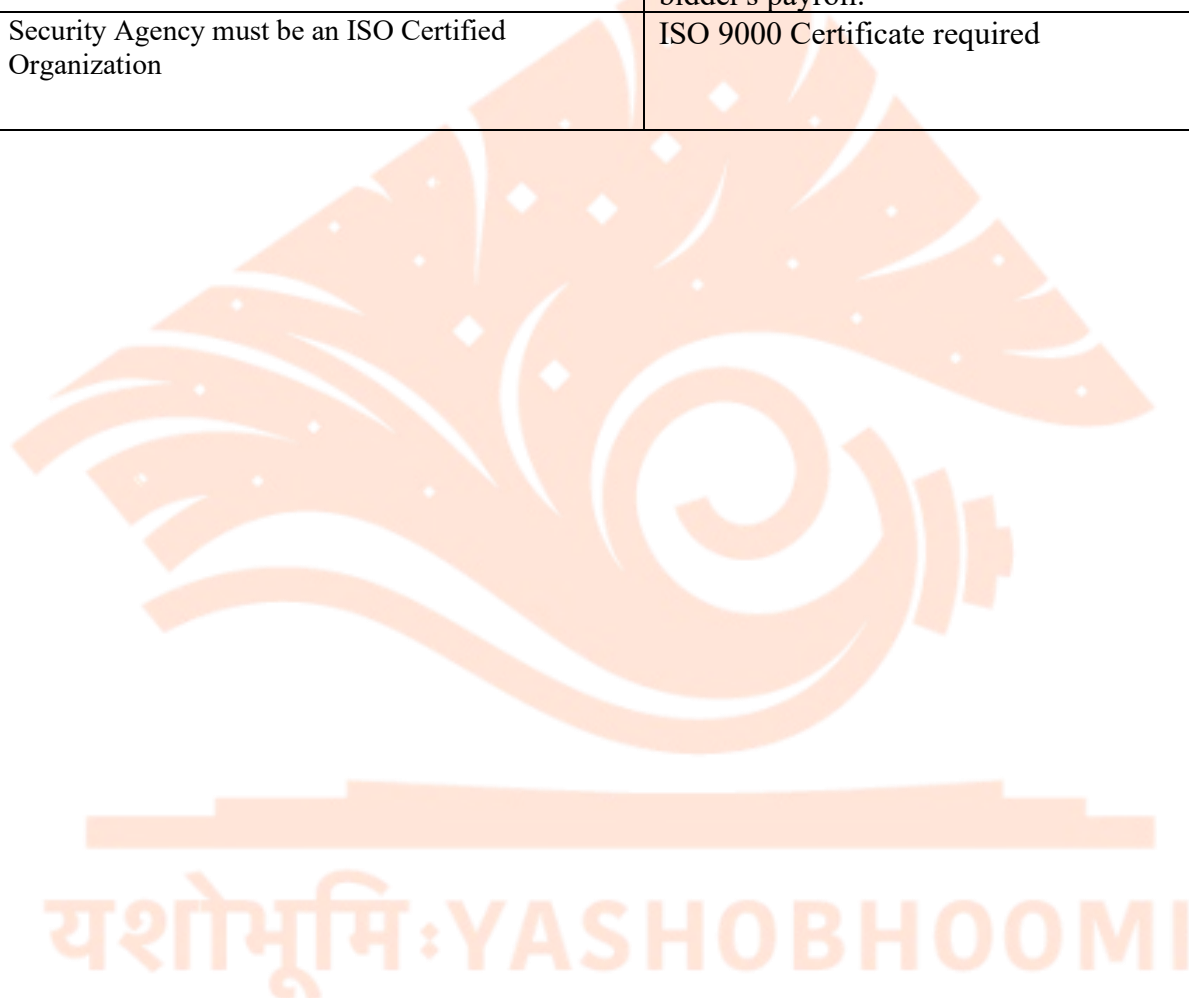
- b) This Bid document is neither an agreement nor an offer by IICCL to the prospective Bidders or any other person. The purpose of this Bid document is to provide interested parties with information to assist in the formulation of their proposals for selection pursuant to this Bid. The assumptions, assessments, statements and information contained in this Bid document may not be complete, accurate, adequate or correct and each Bidder should conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Bid document and obtain independent advice from appropriate sources.
- c) IICCL, or its employees, make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Bid or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Bid and any assessment, assumption or information contained therein or deemed to form part of this Bid document.
- d) IICCL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, its assessment or assumptions contained in this Bid document. Such changes shall be intimated to all the Bidders. In case additional period for submission, if required due to such amendments, is necessitated the same shall be intimated to all the Bidders.
- e) The issue of this Bid document does not imply that IICCL is bound to select or to appoint any Bidder for the contract and it reserves the right to reject all or any of the Bidders without assigning any reasons whatsoever.
- f) IICCL reserves the right not to proceed with the Bidding Process at any time or stage, without notice or liability, and to reject any or all Bid(s) without assigning any reasons whatsoever.
- g) Language of Submitted documents in support of Tender must be either Hindi or English.



SECTION-2 : ELIGIBILITY CRITERIA FOR QUALIFICATION BID

Sl. No.	Eligibility Criteria	Documentary Evidence Required
1	The bidder shall be a Company registered under the Companies Act, 2013/1956, LLP registered under the LLP Act, 2008, Partnership Firm registered under the Indian Partnership Act, 1932, or a Proprietorship Firm.	Copy of Certificate of Incorporation / Commencement of Business / Memorandum and Articles of Association Certificate issued by the Statutory Authorities/ Partnership Deed/GST enrolment certificate (in case Proprietorship firm)
2	The bidder shall have a valid PAN.	Copy of Permanent Account Number (PAN).
3	The bidder shall have a valid GST registration.	Copy of GST Registration Certificate.
4	The bidder shall possess a valid licence under the Private Security Agencies (Regulation) Act, 2005 (PSARA) for Delhi/NCT of Delhi, valid on the bid submission date and throughout the contract period.	Copy of valid PSARA Licence of Delhi NCT
5	The bidder shall have an active registration with EPFO and ESIC and Contract Labor	Copy of Contract Labour, EPFO Registration Certificate and ESIC Registration Certificate.
6	The bidder shall have an average annual turnover of ₹ 25 crore during the last three financial years (FY 2022-23, 2023-24 and FY 2024-25). Note: However, for MSE and Startup there shall be relaxation of 25% of 25 Crore in Average annual turnover.	Turnover details for the said three financial years shall be submitted in the format attached with this bidding document and must be duly certified by a Chartered Accountant with valid UDIN. The Applicant should also have a positive net worth as per the last audited financial accounts, and a declaration to this effect should be provided.
7	The bidder should have successfully executed at least five (05) similar contracts involving the deployment of security manpower services (Security Guards and/or Security Supervisors) in any Government Department, PSU, Autonomous Body, Statutory Authority, or Private Commercial Establishment, each having a minimum contract value of ₹50 lakh, during the last Five (05) years preceding the bid submission date and have deployed at least 300 Security guards in Single Location in Delhi NCR.	Copies of the Work Orders/LoA/Agreement and corresponding Completion Certificates/Client Certificates/Satisfactory Performance Certificates clearly indicating the scope of work. Where the contract value or executed value is not indicated in the Completion/Client Certificate, the bidder shall submit a Certificate from a Chartered Accountant (CA) certifying the amount received/executed against the respective Work Order with clearly mentioning the at least 300 security guards deployed in single location
8	Submit a sworn undertaking declaring that bidders have not been blacklisted by any Central/State Government agency, Public Sector Undertaking (PSU), or regulatory body in the last 3 years and the bar subsists as on the date of the Proposal Due Date as follows: “We hereby solemnly affirm and undertake that our firm/company has not been blacklisted, debarred, banned, suspended, or declared ineligible for participation in any procurement process by any Ministry/Department of the Government of India, State Government, PSU, Autonomous Body, Statutory Authority, or under any GeM contract, as on the date of bid submission”. “We further undertake that in case the above declaration is found to be false or misleading at any stage, the Buyer shall be at liberty to reject our bid, terminate the contract, and take appropriate action as per GeM terms & conditions, applicable procurement rules, and Government guidelines”.	Self-declaration on the bidder's letterhead duly signed by the Authorized Signatory.
9	The bidder shall submit an undertaking accepting all terms and conditions of the tender without any deviation in prescribed format.	Duly signed and stamped Undertaking/Acceptance of Tender Conditions.

10	The bidder shall submit the Bid Security/EMD or Bid Security Declaration, if applicable, as specified in the tender.	Copy of EMD/Bid Security or Bid Security Declaration in the prescribed format.
11	The bidder shall submit an undertaking on its letterhead, duly signed by the Authorized Signatory, confirming its ability to deploy the required categories of security personnel for event-based requirements of IICCL, including deployment of up to 150-250 personnel per day (Including Ex Service Man, Female Security Guards), within the timelines specified by IICCL, and for the duration as requisitioned.	Undertaking for Event-Based Deployment as prescribed Format.
12	The bidder shall have a minimum of 2000 Security Guards on its payroll.	Certificate from a Chartered Accountant (CA) certifying the number of Security Guards on the bidder's payroll.
13	Security Agency must be an ISO Certified Organization	ISO 9000 Certificate required



SECTION-3: SCOPE OF WORK

1. SCOPE OF WORK

1.1 General Scope

The selected Security Agency shall be responsible for providing comprehensive, round-the-clock, professional manned guarding, access control, crowd management, event security, and allied security services at all areas, zones, gates, entry/exit points, parking areas, utility zones, service corridors, and public spaces and any other security related requirements within the premises of IICC Yashobhoomi, Dwarka.

1.2 The Security Man-power requirement of IICCL is as under:

A. Regular Deployment:

Security Guard for Physical security (Un- armed), Skilled	70
Security Supervisor- High Skilled	04

Note: From Above Mentioned Manpower, 10% must be ex-serviceman and 10% must be Female Security Guards.

B. Event-Based Security Manpower Deployment (On Requirement Basis)

- In addition to the regular deployment, the selected Security Agency shall provide additional security manpower during exhibitions, conferences, summits, cultural programmes, and other events organized at the India International Convention & Exhibition Centre (IICC), as and when required by IICCL.
- The event-based deployment shall be purely on a requirement basis. The number and category of personnel shall be decided by IICCL depending upon the nature, scale, venue, security assessment, and approved budget for the respective event.
- The duration of such deployment shall normally range from **03 (three) to 15 (fifteen) days** for each event. IICCL shall communicate the manpower requirement to the Security Agency **at least 04 (four) to 07 (seven) days** prior to the commencement of the event.
- During major events, the deployment requirement may vary from **150 to 250 security personnel per day**, or as determined by IICCL based on the size and security requirements of the event.
- The Security Agency shall be capable of deploying the following categories of security personnel, as required by IICCL:
 - Security Guard (Physical Security – Unarmed)
 - Security Guard (Physical Security – Armed)
 - Security Guard for X-ray Baggage Scanner Operations
 - Security Guard for CCTV Monitoring and Surveillance
 - Security Guard for operation of security equipment such as UVSS, Boom Barriers, Bollards, Hand Held Metal Detectors (HHMD), Door Frame Metal Detectors (DFMD), Door Scan Metal Detectors (DSMD), and other security systems, as applicable
 - Security Supervisor (Control Room Operations)
 - Security Supervisor
 - Deputy Security Officer
- The requirement for event-based deployment shall be communicated by IICCL through a written requisition/e-mail specifying the number, category, reporting location, reporting time, and duration of deployment.
- The deployed security personnel shall work in shifts, including day, evening, night, weekends, and holidays, as prescribed by IICCL. The Security Agency shall ensure uninterrupted deployment and timely replacement of personnel whenever required.
- The Agency shall maintain sufficient reserve manpower to meet any urgent or additional deployment requirements during events at short notice, as directed by IICCL.
- The successful bidders have to show the original copies and the required documents when

called.

10. **SITE VISIT:** The Bidder is advised to visit and inspect the site and its surroundings at its own cost and responsibility and obtain all necessary information required for submission of the Bid and execution of the Contract.

1.3 Specific Areas of Responsibility

1. Main Entry/Exit Gates: Access control, vehicle checking, visitor screening, boom barrier management.
2. Perimeter Security: Patrolling the outer perimeter, including boundary walls, fencing, and service gates.
3. Convention Halls and Exhibition Pavilions: Crowd management, delegate access control, floor marshalling.
4. VIP/Protocol Areas: Escort and access control for dignitaries, ministers, foreign delegates, and VIPs.
5. Parking Areas (Multi-level & Surface): Traffic regulation, vehicle verification, anti-theft watch.
6. Roving Patrol Duties: Foot and mobile patrolling across the complex on prescribed beats.
7. Emergency Response: First response to fire alarms, medical emergencies, crowd disturbances, or suspicious activities pending arrival of specialised teams.
8. General Up-keep and routine maintenance of Security Equipment / Technical Gadgets available at the Security check points / access points.
9. Security of common areas to detect, assess, and impede unauthorized activities (As identified by IICCL)
10. Reporting and prevention of losses, including theft and pilferage
11. Protection of vital establishments against unauthorized intrusion, sabotage, and other security threats.

1.4 Additional Services

1. Co-ordination with local police, CISF (if deployed), fire department, DDMA, DMRC Security / Terminal Management and civil defence authorities during events.
2. Coordination with the QRT CISF, CSO of Operator and PMA.
3. Maintenance of log books, occurrence registers, gate passes, and visitor records in prescribed formats.
4. Operation of CCTV monitoring stations (viewing only — not engineering maintenance), with reporting of suspicious activities/alerts to the Control Room.
5. Management of Lost and Found register and handing over of unattended/suspicious articles to designated IICC security officers.
6. Knowledge of Disaster Management & Mitigation measures to be taken up during any kind of contingency and Experience in handling of large gathering and traffic management etc.

2: DEPLOYMENT SCHEDULE — PERSONNEL REQUIREMENTS

2.1 Non-Event Days (NED) — Regular Deployment

S. No.	Category of Personnel	Nature of Arms	Deployment (Nos.)	Shift System
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1	Security Guards	Unarmed	70 (Seventy)	3 Shifts (8 hrs each)
2	Security Supervisors / Shift-in-Charge	Unarmed	04 (Four)	3 Shifts + 1 Reserve/Relief
Total	Guards + Supervisors (Regular basis)	—	74 Personnel	Round-the-clock

Note: The above deployment represents the minimum mandatory requirement. IICC reserves the right to increase or decrease the number based on operational requirements with reasonable prior notice.

2.2 Event Days (ED) — Augmented Deployment

S. No.	Category of Personnel	Nature of Arms	Additional Deployment (Nos.)
1	Additional Guards (Event Days) (Unarmed + Armed)	—	150 - 250 (Variable)

Note: The exact number of additional Unarmed guards (between 150 and 250) shall be communicated by the IICC generally Forty-Eight hours before the event. The Agency shall deploy as directed without any additional mobilization charges beyond the agreed Non – event day rate.

2.3 Shift System

Shift	Reporting Time	Closing Time
Morning Shift	06:00 hrs	14:00 hrs
Afternoon Shift	14:00 hrs	22:00 hrs
Night Shift	22:00 hrs	06:00 hrs

3: QUALIFICATIONS & STANDARDS FOR SECURITY PERSONNEL

3.1 Security Guards (Unarmed)

Parameter	Requirement
Age	Minimum 21 years; Maximum 40 years (relaxation for ex-servicemen as per PSARA guidelines)
Educational Qualification	Minimum Matriculation (Class X) from a recognized Board; higher qualification preferred
Experience	Minimum 3 Years of Security guards experience in reputed professional Security agencies handling institutional and govt premises or big industry / convention Centre.
Physical Standards — Height	Minimum 170 cm (Male); 155 cm (Female), as applicable
Physical Standards — Chest	Minimum 80 cm (Male) unexpanded (No Chest Criteria for Female Security Guards shall be followed)
Physical Standards — Eyesight	Normal vision; 6/6 in each eye or correctable to 6/6 with glasses
Security Training	Minimum 160 hours of basic security training as mandated under PSARA from a PSARA-approved institute

Health	Medical fitness certificate from a registered medical officer; no communicable disease
Background Verification	Police verification certificate (character & antecedents) from the place of permanent residence within last 6 months
Behavior	Courteous, alert, sober; zero tolerance for intoxication while on duty
Language	Working knowledge of Hindi; basic English comprehension desirable, Basic Knowledge of Computer system
Identity Documents	Aadhaar Card, PAN Card, and valid PSARA-linked identity documents to be maintained

3.2 Security Supervisors

Supervisors shall exercise oversight over guards deployed in their respective shift and zone, maintain discipline, ensure roll call, conduct rounds, and interface with the IICC Security Control Room.

Parameter	Requirement
Age	Minimum 30 years; Maximum 50 years
Educational Qualification	Graduation from a recognized university; OR Class XII + minimum 5 years of supervisory experience in a security organization
Experience	Minimum 5 years of supervisory experience in a professional security agency handling institutional or government premises
Training	Advanced security management training; first aid and fire safety training certificate
Ex-Servicemen / CAPF Preference	Preference shall be given to retired personnel from Army, Navy, Air Force, BSF, CRPF, CISF, ITBP, SSB, or State Police (up to rank of Havildar/Sub-Inspector equivalent)
Communication	Fluency in Hindi; working knowledge of English; proficient in report writing in Hindi/English, Basic Knowledge of Computer system
Authority	Empowered to direct guards, issue on-the-spot instructions, initiate immediate response, and report to IICC Security Control Room and CSO
Attire and Bearing	Uniform as prescribed; turnout and bearing befitting a supervisory position

3.3 Training

Training as prescribed under PSARA to be completed by all guards from a PSARA prescribed training facility, certificates to be submitted for each worker.

Training Syllabus to cover the following broad areas:

- 1) Basics and advance of security
- 2) Use of technical Gadgets for security purpose.
- 3) Fire training
- 4) Disasters Management.
- 5) Basic First Aid

- 6) Crowd Management
- 7) Conduct in public place
- 8) Reading & writing basic
- 9) Maintaining men and materials record
- 10) Frisking and checking of persons entering and exiting a premises
- 11) Emergency protocol
- 12) Operating security Equipment.

4: UNIFORM, EQUIPMENT, AND INFRASTRUCTURE

4.1 Uniform

All security personnel deployed at IICC Yashobhoomi shall be in prescribed uniform at all times while on duty. The Agency shall be solely responsible for provision and maintenance of the following:

1. Complete uniform kit including shirt, trouser/trousers, belt, cap, and boots — befitting a professional security organization.
2. Identity Cards with photograph, designation, Agency name, PSARA license number, and emergency contact.
3. Distinctive uniform/tabard for Supervisors, clearly differentiating them from guards.
4. High-visibility vests for guards deployed at vehicle entry/exit and parking areas.
5. Rain gear (raincoat/poncho) for outdoor duty personnel.
6. Winter uniform / jacket for night shift and outdoor personnel during winter months.
7. Guards should wear his/her uniform while on duty, an arms badge, shoulder or chest badge to indicate his position in the organization, whistle attached to the whistle cord and to be kept in the left pocket, shoes, headgear (which may also carry the distinguisher mark of the agency). They should also carry a pocket diary, writing instrument, flesh light and batten.

4.2 Equipment to be Provided by the Agency

S.No	Equipement Item	For Unarmed Guards	For Armed Guards
1.	Whistle	Yes	Yes
2.	Torch (LED, heavy duty)	Yes	Yes
3.	First Aid Kit (per shift)	Yes (at each duty post cluster)	Yes

4.3 Infrastructure — to be Provided by IICC

1. Designated guard rooms / duty posts with basic amenities including seating, light, fan, and drinking water.
2. Security Control Room with CCTV monitoring terminals — viewing access to be provided to supervisors.
3. Communication infrastructure (intercoms) at designated posts — walkie-talkie frequencies to be coordinated with IICC Security.
4. Space for locker / changing facility within the complex — IICC to provide

4.4 Photo Identity Card: the photo identity card shall be issued in such form as may be prescribed every security guard or supervisor shall carry on his photo identity card issued, by the security agency at all times while in IICCL.

5: DUTIES AND RESPONSIBILITIES

5.1 Duties of Security Guards

1. Maintain strict access control at designated entry/exit points — checking identity, passes, and vehicle permits.

2. Prevent unauthorized entry into restricted areas; challenge any suspicious person firmly but politely.
3. Conduct vehicle and personnel frisking using prescribed procedures and HHMD.
4. Patrol assigned beats at prescribed intervals and record observations in the Beat Register.
5. Report any untoward incident, suspicious article, or breach of security protocol immediately to the Supervisor and Control Room.
6. Assist visitors courteously in identifying the correct entry points, facilities, and zones.
7. Maintain fire safety awareness — know location of fire extinguishers, fire exits, and assembly points.
8. Not leave the duty post without proper relief; unauthorized absence shall be treated as a serious breach.
9. Maintain the prescribed appearance: clean uniform, neat turnout, no use of mobile phone while on duty.
10. Co-operate with CISF/Delhi Police/other security agencies during joint operations and events.

5.2 Duties of Supervisors

1. Take roll call at the beginning of each shift; report absenteeism immediately to the Agency's Site CSO , IICC Control Room and IICC HR.
2. Allocate guards to duty posts as per the deployment chart approved by IICCL / CSO.
3. Conduct surprise rounds to check alertness, turnout, and compliance with standing orders.
4. Maintain the Occurrence Register, Visitor Log, Gate Pass Register, and Handing-Over-Taking-Over Report.
5. Interface directly with the IICC Security Officer-in-Charge for operational coordination.
6. Ensure no guard is deployed beyond the prescribed shift duration without written approval and record to be maintained.
7. Report immediately to IICC authorities any breach of security, accident, or emergency incident.
8. Conduct daily debriefs with guards; reinforce standing orders, any specific requirement of the shift / day, behavioral standards, and dress code.

6: Standing Order and Code of Conduct

The Agency shall ensure that all deployed personnel strictly observe the following Standing Orders, a breach of which shall entitle IICC to impose penalties or direct replacement of the personnel:

1. No consumption of alcohol, tobacco, or any intoxicating substance during duty hours or while in uniform at the premises.
2. No sleeping on duty — any guard found sleeping shall be immediately relieved and a penalty imposed.
3. No use of mobile phones for personal calls while at the duty post; emergency calls must be routed through the Supervisor.
4. No acceptance of any gift, money, or favour from visitors, vendors, or event organizers.
5. No involvement in any political, communal, or commercial activity on the premises.
- 6. Strict confidentiality regarding all security deployments, CCTV coverage, and event logistics.**
7. All guards/supervisors to treat visitors, delegates, and staff with courtesy, dignity, and equal respect regardless of their rank, status, or affiliation.
8. Zero tolerance for any act of physical assault, abuse, or discrimination by security personnel.
9. Complaints against any security personnel shall be investigated by the Agency within 24 hours and action report submitted to IICC within 48 hours.

7: SLA & PERFORMANCE STANDARDS

The Agency shall be bound by the following Service Level Agreement (SLA). Failure to meet SLA parameters shall attract penalties as specified in Section 12:

S.No	SLA ParameterS	Standard/Benchmark	Review Frequency
1.	Deployment Strength	100% of mandated strength on duty at all times	Monthly + Random checks
2.	Absenteeism Rate	Not exceeding 2% of total deployment at any given time	Daily
3.	Relief Arrangement	Replacement of absent guard within 2 hours of reporting	Per Incident
5.	Uniform and Turnout	100% compliance — full uniform, clean, and presentable	Daily Inspection
6.	Response Time — Incident Reporting	Any security incident to be reported to Control Room within 5 minutes of occurrence	Per Incident
7.	Occurrence Register Maintenance	Complete, accurate, and updated entries — verified by CSO quarterly	Monthly / Quarterly
8.	Guard Training Compliance	All guards to have valid PSARA training certificate at all times	Quarterly Certificate Audit
9.	Police Verification	100% guards to have current police verification certificate	At deployment + Annual
10.	Background Re-verification	Re-verification of all personnel every 2 years or upon specific direction	Biennial

8: WAGES, STATUTORY COMPLIANCE & FINANCIAL OBLIGATIONS

8.1 Minimum Wages Compliance

The Agency shall pay not less than the minimum wages notified by the Central Government (for Scheduled Employments under the Central Sphere) or the Government of NCT of Delhi, whichever is higher, to all security personnel deployed at IICC Yashobhoomi. Non-compliance shall be treated as a material breach of contract.

8.2 Statutory Deductions and Contributions

1. EPFO: Employer and employee contributions as prescribed under the Employees' Provident Fund and Miscellaneous Provisions Act, 1952 — to be deposited by the 15th of every following month.
2. ESIC: Employer and employee contributions as prescribed under the Employees' State Insurance Act, 1948 — to be deposited within prescribed statutory timelines. (If applicable)
3. GST: The Agency shall charge GST at the applicable rate on all invoices raised to IICC, and shall deposit the collected GST with the Government within statutory timelines.
4. Professional Tax: As applicable under Delhi law.
5. Income Tax (TDS): IICC shall deduct TDS at applicable rates on payments to the Agency as per the Income Tax Act, 1961.

8.3 Wage Disbursement

1. Wages shall be paid to all security personnel by the Agency not later than the 7th day of every month (for the preceding month's service) in compliance with the Payment of Wages Act, 1936.
2. Wages shall be credited directly to the bank accounts of personnel — cash payment to individual guards is not permitted.

3. Monthly pay slips shall be provided to each deployed personnel.
4. The Agency shall furnish copies of EPFO and ESIC payment challans and bank transfer records to IICC along with the monthly invoice.
5. Agency should maintain a register containing, the names, addresses, photographs, along with Police verification reports and biometric details and records of salaries paid to the guards in accordance with Minimum Wage Act and deduction of PF and ESI be made as per prescribed rules. The salary will be paid through bank only under intimation to IICC.

8.4 No Employer-Employee Relationship with IICC

It is expressly clarified that all security personnel deployed under this contract shall be the employees of the Security Agency and not of IICC. IICC shall bear no liability whatsoever towards any service benefit, compensation, provident fund, gratuity, or any other emolument of the deployed personnel. The Agency shall keep IICC indemnified against any such claim.

9: Penalties and Liquidated Damages

The following penalties/liquidated damages shall be levied for non-compliance, to be recovered from the monthly invoice:

S.No	Default/ Breach	Penalty
1.	Non-deployment of security personnel against the sanctioned deployment	Deduction equivalent to twice the approved per-day deployment charges for each absent security personnel per day or part thereof.
2.	Failure to provide replacement within 02 hours of reporting the absence	₹200 per hour per vacant position beyond the stipulated replacement time
4.	Security personnel found sleeping on duty, under the influence of alcohol/intoxicants, or involved in misconduct	₹1,000 per incident and immediate replacement of the concerned security personnel.
5.	Security personnel not wearing the prescribed uniform or Identity Card, or not maintaining the required turnout standards	₹200 per security personnel per shift.
6.	Failure to maintain the Occurrence Register/Duty Register or other records required under the Contract	The invoice shall not be processed until submission of the required statutory compliance documents.
7.	Failure to report any security incident within the timeline prescribed by IICCL	₹500 per default per month.
8.	Failure to report any security incident within the timeline prescribed by IICCL	₹1,000 per incident.
9.	Failure to replace security personnel against whom a complaint has been established, within 48 hours of written instructions	₹2,000 per day beyond the stipulated period until replacement is made.
10.	Repeated service deficiencies (three or more instances of breach in a quarter)	Issuance of a Show Cause Notice, which may lead to termination of the Contract in accordance with the terms and conditions of the Contract.

Note:

1. The above Service Level Deductions are **without prejudice** to any other rights and remedies available to IICCL under the Contract or applicable law.
2. Levy of Service Level Deductions shall not relieve the Contractor from fulfilling its contractual obligations or rectifying the default.
3. IICCL reserves the right to recover any actual loss or damage suffered due to the Contractor's default, wherever such loss is attributable to the Contractor.
4. Service Level Deductions may be recovered from the Contractor's monthly bills or any other amount payable under the Contract.
5. Except in cases involving statutory non-compliance, fraud, willful misconduct, or security-related incidents causing financial loss to IICCL, the cumulative Service Level Deductions in a month shall ordinarily not exceed **10% of the monthly service charges (excluding GST)**.



SECTION-4 : OTHER TERM AND CONDITIONS

1. Contract Period

The initial contract for engagement of the Security Agency shall be for a period of Two (02) year from the date of commencement of deployment, subject to satisfactory performance as assessed by IICC.

2. Renewal / Extension

The contract may be extended for a further period of up to One (01) years (one year at a time) on mutually agreed terms, subject to satisfactory performance and approval of IICC management. The extension shall not be claimed as a matter of right by the Agency.

3. Termination Clause

1. IICC reserves the right to terminate the contract at any time by giving Thirty (30) days' written notice to the Agency without assigning any reason.
2. In the event of a serious breach of security, fraud, misconduct, or material non-compliance, IICC may terminate the contract with immediate effect (with or without notice), forfeiting the Performance Security Deposit.
3. Upon termination (for any reason), the Agency shall continue to provide security services until IICC makes alternative arrangements — failure to do so shall attract further liquidated damages.

4. Payment of Invoices and bills

The contractor shall raise the monthly manpower invoice along with presentation of docs like GST invoice, Biometric attendance sheet/Muster Roll, ESIC, PF docs, and of prior within 30 day of submission of relevant docs etc. After verification of these documents by Officer in Charge Designated by IICC, the payment will be processed. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agency shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

5. Supervisory Oversight And Interface With Iicc

The overall supervision and direction of all security services at IICC Yashobhoomi shall vest with the CSO of IICC. The Agency shall designate:

Designation (Agency Side)	Roles and Responsibilities
Site In-Charge / Project Manager	Single point of contact for IICC; responsible for overall deployment, compliance, and contract management; must be reachable 24x7.
Shift Supervisor(s) — 4 Nos.	As described in Section 6.2 above; directly responsible for shift-level deployment and discipline.

The Agency's Site In-Charge shall attend a weekly coordination meeting with the CSO / Designated IICC officer on a fixed day and time to review deployment, SLA compliance, incidents, and any operational issues.

6. Performance Security Deposit:

The successful bidder shall furnish a **Performance Security** equivalent to **5% (Five Percent) of the Contract Value** in favour of **India International Convention and Exhibition Centre Limited (IICCL), New Delhi**, within **15 days** from the date of issuance of the Letter of Award (LoA)/Contract.

The Performance Security may be furnished in any of the following forms:

- Insurance Surety Bond;
- Account Payee Demand Draft;
- Fixed Deposit Receipt (FDR) from a Scheduled Commercial Bank;
- Bank Guarantee ; or
- Any other form as permitted under the prevailing GeM General Terms & Conditions (GTC) or Government of India instructions.

The Performance Security shall remain valid for the entire period of the Contract and shall secure the due and faithful performance of all contractual obligations by the Contractor.

The Performance Security shall be retained by IICCL throughout the Contract period and shall be released **within sixty (60) days** after satisfactory completion of the Contract and fulfilment of all contractual obligations, subject to adjustment or recovery of any outstanding dues, penalties, liquidated damages, statutory liabilities, or any other amounts recoverable under the Contract.

No interest shall be payable by IICCL on the Performance Security/Security Deposit. The Performance Security shall not carry any interest for the period it remains with IICCL.

In the event of any breach of the Contract or failure of the Contractor to perform its obligations, IICCL shall have the right to invoke, forfeit, or appropriate the Performance Security, either wholly or partly, without prejudice to any other rights and remedies available under the Contract, the GeM General Terms & Conditions (GTC), applicable Government of India procurement guidelines, or any other law for the time being in force.

The decision of IICCL regarding the recovery or adjustment of any dues from the Performance Security shall be final and binding.

7. Forfeiture of Security Deposits:

C1- In case of any breach or lapse on the part of the Agency, IICCL will be entitled to invoke the Security Deposits without any objection from the Agency in any manner. The Security Deposits shall stand forfeited if a bidder withdraws or amends the bid/tender or fails to sign the agreement (as attached sample) or accept the contract within the stipulated period.

C2- In case the Hired Security agency, at any stage fails to provide the man-power requirement of IICCL as mentioned above would tantamount to the cancellation of the contract and the amount of the Security Deposit shall be forfeited in full and in this regard no representation would be entertained thereafter.

8. Payment of wages to deployed Private Security Guards/Supervisor

The Hired Private Security agency shall pay minimum wages and other statutory obligation as laid down by the Govt. of NCT of Delhi or Central Govt whichever is higher in accordance with the minimum Wage Notification issued by the Central Govt./ Government of NCT of Delhi from time to time. The responsibility of timely payment of wages to its employees and compliance of labour law, EPF Law & ESI Law will rest with the Hired security agency.

9. Rate and Taxes

- i) The GST as applicable from time to time shall be payable by Hired agency on the total billing. The amount of Goods & Service Tax as calculated by the Hired agency will be deposited with the concerned Government department and the copy of challan of payments to be submitted along with the bill.
- ii) TDS as applicable from time to time shall be deducted on gross amount of the bill as per rules.
- iii) Taxes extra as applicable will be payable by the Hired security agency as levied by the State/Central Government from time to time.

10. Submission of monthly bills –

The monthly bills shall be submitted to IICCL by the agency within one month after conclusion of the event/fair along with following documents:-

1. Copy of job order
2. Copy of attendance sheet
3. Copy of challan for Goods and service tax deposited
4. Copy of challan of ESI (If Applicable)
5. Copy of challan of EPF
6. Form 36 B for EPF
7. ECR for EPF and ESI

11. Insurance Cover

- (1) The Hired Private Security Agency shall take out comprehensive insurance cover for all the personnel deployed to cover any accident, and copy of same shall be submitted to IICCL.
- (2) The Hired Private Security Agency undertakes all responsibilities to keep alive the insurance cover and shall not allow the lapse of such policy at any point of time.

यशोभूमि: YASHOBHOOMI

SECTION -5 : GENERAL TERMS AND CONDITIONS

- 1 This ToR document does not constitute an offer or contract; it forms the basis for invitation to tender. The formal contract shall be executed only upon completion of the tendering process and approval of competent authority.
- 2 The selected Agency shall not sub-contract the security services works.
- 3 All information relating to IICC's security arrangements, CCTV positions, event schedules, VIP movements, and operational protocols is strictly confidential. Breach of confidentiality shall attract immediate termination and legal action against Security agency.
- 4 Any change in the deployed personnel (guards, supervisors) shall be intimated to IICC in writing at least 48 hours in advance except in genuine emergencies; the replacement must meet all eligibility criteria.
- 5 The Agency shall maintain a comprehensive register of all personnel deployed at IICC, including copies of their Aadhaar, police verification, PSARA training certificate, and medical fitness certificate, and shall make these available for inspection on demand.
- 6 The Agency shall submit a monthly performance and compliance report to the CSO or any officer designated by IICC by the 5th of every month.
- 7 Force Majeure: Either party shall be excused from performance under this contract due to acts of God, war, riots, epidemics, or other events beyond reasonable control, provided prompt written notice is given.
- 8 Dispute Resolution: All disputes shall be subject to the jurisdiction of Courts at New Delhi. Arbitration, if opted, shall be in accordance with the Arbitration and Conciliation Act, 1996.
- 9 Governing Law: This contract shall be governed by the laws of India.
- 10 Any waiver by IICC of any breach shall not constitute a waiver of any subsequent breach or of the provision itself.
- 11 **Indemnity:** Contractor/Agency shall indemnify, defend and hold IICCL and its officers/officials harmless against any and all proceedings, actions, losses, damages, expenses, costs and third party claims whatsoever – whether financial or otherwise, including liability for payment of contributions/dues to EPFO/ESIC/Govt. Departments/Local Bodies/Statutory Authorities etc. which IICCL may sustain, incur, suffer or be exposed to at any time during the subsistence of the Contract and subsequent thereto relating to the period of Contract, arising out of a breach by the Contractor/Agency, its sub-contractors, sub-agents, employees, etc. of any of its obligations under the Contract.
- 12 **Confidentiality:** Contractor/Agency shall maintain high level of professional ethics and shall not act in any manner, which is contrary to any laws and/or detrimental to IICCL interest. Contractor/Agency shall treat as confidential any and all data, information and records, obtained/received in the performance/execution of its responsibilities, in strict confidence and shall not reveal such data, information or records to any other person/party without the prior written approval of the IICCL, even after expiry/termination/determination of the Contract. IICCL shall take necessary legal and other remedial actions for infringement of this clause.
- 13 **Intellectual Property Rights:** IICCL name/logo/other IPRs shall be the sole and exclusive property of IICCL only. For any misuse/misrepresentation/unauthorized use of IICCL name/logo/IPRs by the Contractor/Agency and/or their sub-agents/sub-contractors/employees etc., the Contractor/Agency shall be held solely responsible. IICCL shall not be responsible for any harm or loss caused to any third party because of any such misuse/misrepresentation/unauthorized use of IICCL name/logo/IPRs. Contractor/Agency shall indemnify IICCL against any misuse/misrepresentation/unauthorized use of IICCL name/logo/IPRs and/or any claim(s) relating to infringement of any intellectual property rights committed by them/their sub-agents/sub- contractors/employees etc. IICCL shall take necessary legal and other remedial actions, as deemed fit, for such violations.

14 Compliance with Statutory Laws: All applicable laws (Central/State/Municipal/Local Laws etc.) including labour laws must be complied with/ followed by the contractor/agency.

15 Termination

1. Any breach of the terms and conditions of the contract may culminate into termination of contract.
2. If the services of contractor are not found satisfactory/fail to provide the requisite manpower for fairs, the contractor may be issued **notice three times by IICCL (3 or more in a quarter) to improve the security performance**, failing to which, a final notice may be issued by IICCL to remove the security agency from the panel and decision of IICCL in this regard will be final.
3. IICCL reserve its right to review the performance of the empaneled security agency from time to time and point out the shortcomings. The Security agency shall be under obligation to act upon to rectify/remove the notified shortcomings. The contract of the agency will be terminated on account of their poor performance, or violation of terms and conditions.
4. Either party may terminate the agreement by issuing the notice to this effect in writing with clear 30 days excluding first and last holidays.
5. No claim for any compensation will however be entertained due to such termination prior to the expiry of stipulated period of Contract.

16. Assign & Control (Sub-contract) : Hired Security agency shall not be allowed to further assign/sub-assign/sub-contract the requirement of IICCL.

17. Force-Majeure

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 reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, act of State or direction from Governmental Authority, explosion, epidemic, pandemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the Parties), fire, floods, natural calamities or any act of GOD (hereinafter referred to as "Event"), provided notice of happenings of any such Event is given by the affected party to the other, within 7 Calendar days from the date of occurrence thereof, neither Party shall, by reason of such event, be entitled to terminate this Contract, nor shall either Party have any such claims for damages/compensation/costs/expenses against the other, in respect of such non-performance or delay in performance provided the Contract shall be resumed as soon as practicable, after such Event comes to an end or ceases to exist. The decision of the MD & CEO, IICC as to whether the service may be so resumed (and the time frame within which the service may be resumed) or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event for a period exceeding 30 days, either party may, at its option, terminate the Contract.

18. Arbitration : In case of any dispute, both the parties shall make all efforts to resolve by way of conciliation process. In the event any doubt, dispute or difference arising out of or in relation to the Contract remains unresolved, both the parties to the Contract will mutually appoint a Sole Arbitrator, in accordance with the Arbitration and Conciliation Act, 1996.

The provisions of Arbitration & Conciliation Act, 1996 (as amended from time to time) shall apply to both the parties.

The fee payable to the Arbitrator shall be paid equally by both the parties. The language used in the arbitral proceedings shall be English.

The venue of the arbitration proceedings shall be the Office of IICCL, i.e. YASHOBHOOMI, DWARKAS SECTOR-25, New Delhi.

19. Jurisdiction

All disputes arising out of and in relation to the contract between the parties herein shall be governed by Laws of India subject to the exclusive jurisdiction of the courts of Delhi only.

SECTION -6 : CHECKLIST

All bidding agencies shall mandatorily submit the following documents along with their Technical Bid. Bids without any of the following shall be rejected:

S.No	Document	Requirement
1	Valid PSARA License (NCT of Delhi)	Mandatory
2	Certificate of Incorporation / Registration of Firm	Mandatory
3	PAN, GST, EPF & ESI Registration	Mandatory
4	Non-Blacklisting Certificate (Annexure V)	Mandatory
5	Undertaking for Acceptance of Terms & Scope (Annexure II)	Mandatory
6	Contract Labour License	Mandatory
7	Turnover in Prescribed Format in Annexure IX	Mandatory
8	Work Experience Certificates (PSU/Government/ Private Organizations) i.e. Work Order or Work Completion certificate	Mandatory
9	Solvency Certificate from Scheduled Commercial Bank of Not Less than 6.22 Crore	Mandatory
10	Authorization Letter for Signatory	Mandatory
11	Power of Attorney in favour of authorized signatory of bid documents	Mandatory
12	Proof of EMD	Mandatory
13	ISO 9001 Certificate	Mandatory
14	Tender Acceptance Letter (Annexure III)	Mandatory
15	Latest GST Return / Clearance Certificate	Mandatory
16	The bidder shall have a minimum of 2000 Security guard on its payroll. Certificate from a Chartered Accountant (CA)	Mandatory
17	Self-Declaration required for handling large-scale events with more than 15,000 persons per day in Company's Letter Head.	Mandatory
18	Valid MoU with Training Institute in case of Agency don't have their own Training Institute and PSARA License of that particular Training Institute	If Applicable
19	Self – Declaration for Sudden Deployment of 150-250 security guards during major event duly signed by Authorized signatory in Company's letter head (Annexure X)	Mandatory

PRE QUALIFICATION BID

(To be submitted in firm's own letter head)

SUB: Tender for Hiring of a Private Security Agency for Deployment of Security Manpower on Contract Basis at India International Convention and Exhibition Centre Limited (Yashobhoomi), New Delhi, for Day-to-Day Operational Requirements and Event-Based Deployments for a Period of Two (02) Years.

- | | | | |
|-----|--|---|---|
| 1. | Name of the Security Agency | : | |
| 2. | Postal and Registered office Address | : | |
| 3. | Telephone | : | |
| 4. | Fax | : | |
| 5. | Email | : | |
| | (a) Registration No. with Registrar of Co. | : | |
| | (b) ESI Registration Code No. | : | |
| | (c) EPF Registration Code No. | : | |
| | (d) PAN / TIN No. | : | |
| | (e) GST No. | : | |
| 6. | Nature of the organization company | : | Incorporated / Proprietorship Firm / Partnership Firm / Society
(Please enclose copy of the certificate) |
| 7. | No. of Private Security personnel employed | : | (Organizational setup) |
| 8. | Date of start of business | : | |
| 9. | Total work experience in the field | : | |
| 10. | Work experience with any other organization, | : | |
| 11. | Annual turn-over of the agency during | : | The last three years reports certified by C.A. |
| 12. | List of companies where applicant had Provided Private Security guards in preceding 3 years (Kindly attach separate sheet) | : | |
| 13. | Labour Contract License No. | : | |

This is to certify that I/We before signing this bid have carefully read the contents of the Bid Document and fully understood all the terms and conditions contained therein and undertake myself/ourselves to abide by the same. I/We hereby declare that the information/facts provided is true, correct and to best of my/our knowledge and belief.

In case any information/facts found to be incorrect, misleading or factually wrong, IICCL is empowered to take any decision/action, as deemed fit.

Note: Please strike out Not Applicable (N/A) against the column which does not relate, while filling up the above column.

Date
Place:

Signature of Bidder along with seal
Name of Bidder:
Name of the Firm / Agency

Note: Please upload attested copies of the above documents.

Declaration**(To be submitted in firm's own letter head)**

To,

**INDIA INTERNATIONAL CONVENTION AND
EXHIBITION CENTRE LIMITED
(YASHOBHOOMI), YASHBHOOMI
DWARKA SEC- 25, Delhi-110077**

Subject: Tender for Hiring of a Private Security Agency for Deployment of Security Manpower on Contract Basis at India International Convention and Exhibition Centre Limited (Yashobhoomi), New Delhi, for Day-to-Day Operational Requirements and Event-Based Deployments for a Period of Two (02) Years.

Dear Sir,

With respect to the e- tender enquiry, I / We hereby submit my/ our tender in a required on-line format. I / We have adhered to the requirements prescribed by IICCL, New Delhi. I/ We have carefully gone through the guidelines / scope of work/ terms and conditions and prescribed format and I/ We accept the same without any alternations / modifications and in case of any false/ incorrect information found at later date after award of work, I have clearly understood that IICCL would be at liberty to terminate the agreement and proceed with process of black-listing of the bidder for the period as deem fit & proper depending upon graveness of the matter.

Thanking you,

Date:

Place:

Address:

Yours faithfully,

(Signature and seal of bidder)

यशोभूमि: YASHOBHOOMI

TENDER ACCEPTANCE LETTER
(To be submitted in firm's own letter head)

Date: _____

To,

India International Convention and Exhibition Centre (Yashobhoomi)

Dwarka Sec- 25, Delhi – 110077

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No/Bid No:

Name of Tender / Work: Tender for Hiring of a Private Security Agency for Deployment of Security Manpower on Contract Basis at India International Convention and Exhibition Centre Limited (Yashobhoomi), New Delhi, for Day-to-Day Operational Requirements and Event-Based Deployments for a Period of Two (02) Years.

I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above-mentioned website(s).

1. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc...), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

UNDERTAKING

(To be submitted in Firm's/ Agency own letter head)

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document, scope of work, and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest quoted for any other department in India.
3. I/We give the rights to the Competent Authority of IICCL to forfeit the Security Money deposited by me/us if any delay on our part or fail to undertake contract/information provided by me/us are false.
4. I hereby undertake to undertake contract, as per directions given in the tender notice.

(Signature of the Bidder)

Place:

Name of the Signatory: _____

Name of the Firm/agency _____

Date:

Seal of the Firm/Agency _____

यशोभूमि: YASHOBHOOMI

DECLARATION

(To be submitted in firm's own letter head)

Submit a sworn undertaking declaring that bidders have not been blacklisted by any Central/State Government agency, Public Sector Undertaking (PSU), or regulatory body in the last 3 years and the bar subsists as on the date of the Proposal Due Date as follows:

“We hereby solemnly affirm and undertake that our firm/company has not been blacklisted, debarred, banned, suspended, or declared ineligible for participation in any procurement process by any Ministry/Department of the Government of India, State Government, PSU, Autonomous Body, Statutory Authority, or under any GeM contract, as on the date of bid submission”.

“We further undertake that in case the above declaration is found to be false or misleading at any stage, the Buyer shall be at liberty to reject our bid, terminate the contract, and take appropriate action as per GeM terms & conditions, applicable procurement rules, and Government guidelines”.

Place: _____
Date: ____/____/____

Signature of the Bidder _____
Name of the Signatory _____
Name of the Firm/agency _____

Seal of the Firm/Agency _____

यशोभूमि: YASHOBHOOMI

Rate only for future Reference (Event-Based Security Manpower Deployment (On Requirement Basis)(To be uploaded in Price break up section)

(Bidders to provide rate only, same may be required case to case basis as per requirement)

SL No.	Description	Quantity	Per day rate (inclusive of all applicable taxes, allowances, bonuses, and any other charges inc. service charges.)
Bidders to provide rate only, same may be required case to case basis as per requirement)			
1	Security Guard for Physical security (Armed)	1	
2	Security Guard for X-ray baggage scanners	1	
3	Security Guard for operating and monitoring CCTV system	1	
4	Security Guard for operating spl equipment as UVSS, Boom barrier, Bollards, HHMD, DFMD, DSMD etc.	1	
5	Security Supervisor experienced in manning of control room	1	
6	Deputy Security Officer	1	

Note:

1. Bidders are required to provide rate for per day per head charges for security personnel mentioned in this section only for reference purposes.
2. The same will be onboarded on case-to-case basis as additional manpower basis for event days.
3. IICCL shall not be bound to utilize the minimum or maximum number of manpower under the Contract. The deployment shall be purely on an as-required basis, and the bidder shall have no right to raise any claim, compensation, or dispute on account of non-deployment or deployment of lesser manpower than anticipated.

Place.....

Signature (of authorized signatory only)

Date.....

Name.....

Designation.....

Address.....

INDEMNITY BOND**(On Rs. 100/- Non-Judicial Stamp Paper duly Notarized)**

This Indemnity Bond is executed on this ____ day of ____ 2026 at New Delhi. I, Smt./Ms. ____ Authorized Director/ Authorized Signatory/ Authorized Representative having authority to sign this Indemnity Bond on behalf of company vide resolution passed by Board of Directors in meeting held on ____ and extract thereof duly signed by the Company Secretary/ Managing Director/ Whole Time Director is attached herein as Annexure-I.

I above named, on behalf of M/s, hereby indemnify and shall indemnify, defend and hold) **India International Convention & Exhibition Centre (Yashobhoomi)** New Delhi-110077, (which expression shall include and mean its successors) Administrators and assigns harmless against any and all proceedings, actions and third party claims whatsoever, whether financial or otherwise at any time during the subsistence of the agreement/ contract and subsequent these to relating to the period of agreement / contract arising out of a breach by bidder/ Bidder/ contractor and any of its sub-contractors, agents, employee etc. any of the obligation under this agreement / contract. This also includes any payment already made by IICCL erroneously claimed second time and paid by IICCL in good faith on the basis of duplicate bill under the gauge of losing the original bill. The same shall be refunded within 10 days from the receipt of notice thereof and/or any third-party claim for the period of execution of the agreement even after lapse of agreement.

In witness whereof, I ____ Authorized Representative herein above execute this Indemnity Bond in presence of witnesses stated below on day, month and year stated above.

Signature of authorized signatory
(with official seal)

WITNESSES

1. _ (Signature)

Name: _____ Address: _____

2. _ (Signature)

Name: _____ Address: _____

“NB: The Executor of this Indemnity Bond shall submit copy of authentic Identity Card and PAN No., which shall be attached with this indemnity Bond. These documents need to be certified True Copy by the Notary Public.”

Additional Terms & Condition for Pvt. Security Agencies Hiring with IICCL and desire to participate in financial bid to provide requisite manpower to IICCL for daily requirement and during the events organized by IICCL at Yashobhoomi, Dwarka

The wages will be paid as per the Minimum Wages Act, Govt. of India. The rule for the Security Supervisors, Highly Skilled Armed Security Guards and Skilled Security Guards will be applicable as defined by the notification issued by Govt. of India time to time.

The following terms and conditions may be noted/taken in cognizance for submitting the financial bid:

1. Sufficient Walkie-Talkie set for effective communication be provided to the Security Guards on duty by the IICCL. (will be decided in consultation with CSO IICCL (Security Division) whose decision shall be final).
2. Smart dresses / uniforms provided by the security agency design, colour and quality of clothing will be approved from the IICCL Management. The quality of cloth should be gabardine.
3. The payment of security staff shall be deposit through bank account/ digitally and copy of receipt by security guards / supervisor shall be submitted every month to IICCL management.
4. The agency shall submit wage bill in duplicate, along with attendance sheet proof of bank remittance to worker's bank account, proof of statutory compliance such as ESI. EPF and GST by 15th of the month. Bill completed in all respect shall be processed within 10 working days of its receipt.
5. In case security guards file any complaint whatsoever against the security agency for non-payment etc., the decision of IICCL management will be final and binding on hired security agency and hired security agency unconditionally undertake to abide by it.
6. IICCL reserves its absolute right to check the deployment of security guards and their presence at designated post in full uniform. The report of CSO IICCL shall be binding on the security agency.
7. The administrative / Agency charge should be prudently quoted by the agency to meet out all the parameters and it may be noted that no complaint for financial loss would be entertained during period of Contract.
8. IICCL exclusively reserves its right for selection of security agency taking in to consideration various parameters / service charges etc. and decision of IICCL shall be final & binding on the bidders.

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9. IICCL reserves unequivocal right to cancel any / all the bid with or without assigning any reason.

The Hired Security Agency shall pay minimum wages and other statutory obligations as laid down by the Central Government / NCT of Delhi, whichever is higher, in accordance with the minimum wages notified in Gazette Notification issued by Central Government / NCT of Delhi from time to time. The responsibilities of timely payment of wages its employees and compliance of labour laws, EPFO, ESI etc., would be that of Hired Agency and Hired agency shall indemnify IICCL against any such claims and/ or not compliance / default of applicable laws.

10. IICCL reserves the right to accept or reject any or all bids, or to annul the bidding process at any stage, without thereby incurring any liability to the bidders



Format for Pre-Qualification Proposal (Average Annual Turnover of Applicant)

Ref: Your RfQ-cum-RfP No. RFP No./ xxxx;

Tender Title:

Bidder Name:

S. No.	Financial Year	Annual Turnover of Applicant (₹)	Net Worth of Applicant (₹)
3	2022-2023		
4	2023-2024		
5	2024-2025		
Average Annual Turnover		<i>[indicate sum of the above figures divided by 3]</i>	
Certificate from the Statutory Auditor UDIN No : Name of Authorized Signatory: Designation: Name of Firm: Signature of the Statutory Auditor Seal of the Firm			

Note:

- In case the Service Provider does not have a statutory auditor, it may provide the certificate from a practicing-chartered accountant.*

Undertaking for Event-Based Manpower Deployment

The bidder shall submit an undertaking on its letterhead, duly signed by the Authorized Signatory, confirming that it has the necessary manpower strength, infrastructure, logistics, and operational capability to deploy the required security personnel for event-based requirements of IICCL.

The undertaking shall specifically confirm that the bidder shall:

1. Deploy the required categories and number of security personnel as requisitioned by IICCL within the stipulated timeline.
2. Mobilize up to **150-250 security personnel per day**, or such higher number as may be specified by IICCL, for event-based deployments.
3. Ensure availability of trained personnel for deployment for periods ranging from **03 (three) to 15 (fifteen) days**, or as required by IICCL.
4. Provide personnel for day/night shifts and on weekends, holidays, or extended working hours, as directed by IICCL.
5. Comply with all statutory requirements, labour laws, and the terms and conditions of the Contract while executing the event-based deployment.

Failure to furnish the above undertaking along with the bid shall render the bid liable for rejection.

