



E-NIQ FOR SECURITY SERVICES FOR  
AT "APPAREL HOUSE"  
SECTOR-44, INSTITUTIONAL AREA,  
GURGAON-122003

Date Of Advertising of E-NIQ	21.05.2024
Last Date of receipt of Technical Bid	11.06.2024
Date of opening of technical bid	12.06.2024

Apparel Export Promotion Council  
**(Sponsored by Ministry of Textiles, Govt. of India)**  
"APPAREL HOUSE"  
SECTOR-44, INSTITUTIONAL AREA, GURGAON-122003,  
HARYANA Phone: +91-0124-2708000-03  
Website: [www.aepcindia.com](http://www.aepcindia.com)

**Apparel Export Promotion Council**  
(Sponsored by Ministry of Textiles, Govt. of India)  
Apparel House, Sector-44, Institutional Area, Gurgaon-122003, (Haryana)

Ref. No. AEPC/HO/AHM/2024/157

Dated: 21<sup>st</sup> May, 2024

**NOTICE INVITING e-QUOTATION – TECHNICAL BID**

**Name of Work: Engagement of Security Services for providing round the clock security services for Apparel House, Sector 44, Institutional Area, Gurgaon (Haryana)**

**Apparel Export Promotion Council (AEPC)** invites NOTICE INVITING e-QUOTATION (e-NIQ) from well experienced/reputed agencies for providing round the clock security services-24 X 7 for premises owned by AEPC with covered area of 3.5 lac Sq. ft. The complex has got Tower block with built up area of 1, 75,000 sq. ft., one exhibition hall and an auditorium of 8000 sq. ft. The premise houses permanent showrooms for sourcing of the apparel products. Other important features of the premises are to have complete facilities for the business exhibitions. **More than one Quotation from the same owners/company will be summarily rejected.**

2. The firms may also download the Quotation document from the AEPC website [www.aepcindia.com](http://www.aepcindia.com).
3. The firms are requested in their own interest to inspect the site of work before quoting their rates.
4. The Quotation (Technical bid (Annexure-I) complete in all respect should be sent online at [tender@aepcindia.com](mailto:tender@aepcindia.com) on or before **11<sup>th</sup> June, 2024**. The document can also be downloaded from Council's website [www.aepcindia.com](http://www.aepcindia.com). The subject shall be "**e-NIQ for Annual rate contract for Security services of AEPC**". Any bids received to any other email id or otherwise are likely to be rejected.
5. The bids as received will be opened in this office in the presence of the senior officers of the Council.

Location of work	Apparel Export Promotion Council, Apparel House, Sector-44, Institutional Area, Gurgaon-122003, Haryana
Period of Contract	<b>Two years.</b> Initially for One year and shall be extended for a further period of one year subject to the condition the services were found satisfactory and on mutual agreement.
Estimated Cost	<b>Rs. 45 lakhs annually</b>
Bid earnest money	<b>Rs.1,00,000/- (One Lakh)</b> in the form of Bank Transfer/NEFT/RTGS in favour of Apparel Export Promotion Council, payable at Gurgaon along with e-NIQ document.
Final decision	The A.E.P.C. has the right to accept any bid in whole or part or reject it entirely without assigning any reason thereof. In case of any disputes whatsoever, the Secretary General AEPC shall be the arbitrator and his decision shall be final and binding. The technical bids of all the parties shall be opened as per the dates mentioned in the timeline at Page 1 of this document and price bids of only technically qualified parties shall be sought at later date. The qualified bidders shall be intimated through email only. <b>The lowest bidder will be considered for award of contract though not binding. The agency with unsatisfactory record during previous contracts shall not be considered for award of contract in any case.</b>

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**6. SCOPE OF WORK:**

The agency will provide "Round the Clock" security arrangements for AEPC, Apparel House by providing suitable number **as per Annexure A** as trained guards as per the direction of authorized representative of the AEPC, Gurgon. For providing round the clock security (24X7), each shift will be of 08 hours duration only with one weekly off. The guards of the shift will be off from the duty only after the guard of next shift reports for duty. The shift/ change will be after proper handing over/taking over formalities in the register provided for this purpose. **The Standard Operating Procedure (SOP) for security staff is attached at Annexure-B.**

**7. ELIGIBILITY CRITERIA:**

- i) A registered Firm/Company (under applicable Act) having experience of at least five years in providing Security Services in Central Government/State Government Department/Institution, including Public Sector Companies/ Undertaking/Autonomous bodies, Multi National Companies/ Private institutions and must have security license under PSARA Act 2005.
- ii) The agency should have sufficient Security personnel on rolls with at least two clients/ organizations where at least 20 security guards per shift have been deployed. Documentary proof is to be submitted along with e-NIQ document.
- iii) Should have average annual turnover of Rs. 1 Crore (Rupees one crore only) or more for the preceding three financial years i.e. 2021-22, 2022-23 and 2023-24.
- iv) The agency shall comply with all the statutory provisions as laid down under various Labour Laws/Act/Rules like minimum Wages, Employees Provident Funds, ESI, Contract Labour (R&A)Act, Central /Delhi/Haryana Works Contract Act and other Labour Laws/Acts/Rules in force from time to time at its own cost. In case of violation of such statutory provisions under Labour Laws and/or any other law applicable, by the Agency, there will not be any liability on part of Council.
- v) The agency must be registered with appropriate authority like police etc. of state of Haryana.
- vi) The agency should have various kinds of security equipments and facilities like transport/vehicle, metal detector, vehicle checking mirror, hand held search lights, sets of portable Walky-Talky, etc.
- vii) **The agency should furnish a certificate to the effect that it has not been blacklisted by any organization.**
- viii) The agency should have trained Guards in Fire fighting i.e. capable of supplying one guard in each shift.
- ix) **The agency shall indemnify Council against any liability for deployed staff, against any loss or damage to any property belonging to AEPC, its servants which shall arise out of the performance of the services under this agreement and against all litigations, costs, claims, demands and damages involved therewith.**

**8. WORK PROFILE:**

The agency will be fully responsible for overall security and safety of property of the AEPC. The function required to be performed are:

- i) Provide a customer friendly environment of the highest quality. To man gates and all Apparel House Building to have a positive memory of the visitors visiting Apparel House. Liaising with Fire authorities and Police are also under scope of this contract.
- ii) To prevent the entry of street dogs, cattle, monkeys, anti social elements, un-authorized persons and unauthorized vehicles into the building. To prevent thefts, pilferage, damage, encroachment etc. in AEPC premises and report to the management and concerned police

authority wherever necessary. The deployed staff will also be responsible for control of movement of visitors, vehicles within and around the premises.

- iii) To carry out any other work allotted to the agency with regard to security arrangements.

#### **9. LIABILITIES:**

- i) Agency shall compensate in full, the total loss sustained by the Council on account of any theft, burglary and tampering with the locks of the premises and property of AEPC. The amount of loss to be compensated shall be determined by the Council and the same shall be binding on the Agency. In addition to this, Agency shall also be liable to pay a penalty, in each case, for theft/lapse in the security of AEPC.
- ii) Agency shall be fully responsible for any loss of office equipment (including integral Parts and Consumables therein), Fixtures and Articles installed on the site. All losses suffered by AEPC on this account shall be compensated in full by the Agency. The Agency can suggest any practical proposal to have an effective vigilance/surveillance to check pilferage. They will be considered on merit by the Council and acceded to it, if deemed fit. The decision of AEPC shall be binding on the Agency.
- iii) One fire fighting expert shall be deputed at site round the clock to attend the fire fighting systems and should be well versed with all fire fighting equipments and extinguishers including maintenance thereto.
- iv) The Agency shall not replace the security personnel at random. This shall be done with the prior approval of the Council's officer in charge and full particulars of the security personnel shall be given to officer in charge. In case any of the security personnel is found to be posted without the previous knowledge of the Council, then the Council shall not be liable to pay for such personnel deployed.
- v) **The Agency shall be liable to make substitute arrangement immediately in case of absence of the security personnel failing to do so Rs.500/- per day**(each staff) will be deducted from the related month's bill for number of days the security staff is found absent. Therefore the agency has to keep sufficient number of relievers in reserve. The agency shall manage all the check posts and other locations as specified by Council on all days of the week.
- vi) The agency shall ensure that at no time, any security point is left unmanned. A register shall be maintained by the agency at every gate where round the clock duty is performed.
- vii) The Council shall arrange to provide Locks / Seal for stores, Go-downs, offices and other areas etc.

#### **10. DUTIES AND RESPONSIBILITIES OF SECURITY PERSONNEL:**

- i) The respective Asst. Security Officer will be responsible for overall watch and ward arrangements of the Council.
- ii) Requirement of posting of security officer/guards will be reviewed and monitored by the Council from time to time.
- iii) The agency will be responsible for arranging Uniform including winter clothes, raincoats, Torch, Battery, Lamps, Lathi, walky talky and Gun etc required for security arrangements or as directed.
- iv) The deployed staff will be responsible to oversee the parking administration at AEPC site including parking fee collection, to ensure that employees, visitors, vendors and contractors understand where they are authorized to park and have the appropriate parking stickers.

- v) The agency will depute a trained fire officer once in three months to organize mock fire drill in the Apparel House premises as per the safety norms for the building.
- vi) The guards deployed by the agency should be experienced, trained, young, active, smart and well turned out with clean and proper uniform. Services to be performed by qualified, competent and efficient personnel in accordance with recognized best practices and industry standards.
- vii) The guards will be equipped with lathis, torches and gunman with gun etc. or as directed.
- viii) The security personnel are required to keep the keys of all the rooms of the respective wing, where they are deployed and open and close the same as & when required by the authorized officials.
- ix) The shift of the guards would be rotated fortnightly and a roaster would be maintained for proper check.
- x) The guards would be changed with proper handing and taking over after each shift for better security arrangements from operational point of view.
- xi) All liabilities such as wages, ESI, PF, Bonus, Insurance and all other statutory requirements of guard on duty will be borne by the agency. The agency will submit the proof of PF & ESI payments with every bill.
- xii) It will be the duty of the security guards to open the locks to enable housekeeping operations in the building. They are also required to be present and vigilant in the site during the entire duty timings.
- xiii) All lights within the premises shall be controlled effectively, all inventories including fuel storage tank shall be monitored regularly.
- xiv) The agency shall indemnify owner against any liability for any accident, death or injury to deployed staff against any loss of or damage to any property belonging to the AEPC, its servants or agents which shall arise out of the performance of the services under this agreement and against all costs, claims, demands and damages involved therewith.
- xv) The Council will not provide any stationery or allied items required for maintenance of records.
- xvi) Security personnel deployed in the premises on holiday and Sunday will be assessed as per actual requirement and the number of personnel will be suitably reduced/increased (if required).
- xvii) The security personnel are required to keep the keys of all the rooms of the respective wing, where they are deployed and open and close the same as & when required by the authorized officials.
- xviii) The security personnel will ensure that flowers, plants, trees and grassy lawns are not damaged either by the staff or by the outsiders.
- xix) Security personnel shall maintain checklist and will be responsible of items in their respective areas of duty and should check them in every 3 hours.
- xx) Every security staff so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the agency at its cost.

**11. TERMS AND CONDITIONS:**

- i) Period of Contract: This contract shall be valid for a period of two years from the date of awarding the contract but initially for one year and shall be extended for one year on satisfactory performance and on mutual consent.
- ii) Price: The quoted rates shall be valid for a minimum period of two years from the date of awarding of the contract. Rates quoted shall be inclusive of all wages, PF, ESI, and excluding GST fulfilling all laws, rules requirement and statutory obligations required under minimum wages act, workmen's compensation act and other labour laws in force from time to time.
- iii) Termination of Contract: Apparel Export Promotion Council reserves the right to **Terminate** the contract by giving **one month's notice** without assigning any reason whatsoever.
- iv) Payment: Payment shall be made to agency on monthly basis possibly within fortnight from the date of receipt of bill complete in all respect duly certified and recommended by the designated in charge for actual duties performed by staff as per rates agreed to and after satisfactory compliance/proof of ESI/PF payment of full wages in respect of staff deployed.
- v) Workmen employed: The service contractor shall be responsible for all labour laws and statutory requirement, insurances, medical treatment to any illness, injury in or outside premises etc pertaining to his employees and shall be responsible against any claim on this account. The AEPC shall not be under any obligation for providing employment to any of the security staff of the agency after the expiry of the contract. The AEPC does not recognize any employee employer relationship with any of the security staff of the agency.
- vi) Delay in payment: In case of delay in monthly payment the agency should be financially sound to make payment to its manpower on or before 10<sup>th</sup> of each month without affecting the work for a minimum period of three (03) months. **Interest will not be paid on monthly payments, if any, delayed.**
- vii) Performance security: **Performance security of an amount of 10%** of the total value of the contract will be submitted in the form of Bank Guarantee or FDR favouring Apparel Export Promotion Council issued by the Nationalised Bank within a week after award of the contract. The performance security shall be kept valid till the expiry of the contract and shall be released after the satisfactory completion of the contract.
- viii) Replacement of Staff: Any staff may be asked to be replaced immediately from site without assigning any reason whatsoever. Non compliance may lead to suitable action against the firm and if necessary lead to termination of the contract also.
- ix) Labour rates: Rates of the security personnel i.e. ASO/HG/ FM/GM/SG shall be revised as and when minimum wage rates are revised by Haryana Government.
- x) Restrictions: The staff deployed should be soft spoken and possess a good character. No staff deployed by the firm should smoke, drink alcohol, chew pan, gutka etc. within the Apparel House premises. Non compliance may lead to suitable penalty/termination of contract.
- xi) Certification of bills: All bills to be certified by the authorized officer of employer and rechecked by the officials of the AEPC before release of payment.

- xii) Registration: The agency should have a registration with the Haryana Government and certificate be submitted with the Quotation.
- xiii) Subcontract: **The contract as a whole or part thereof is non transferable.**
- xiv) Staff strength: The Management reserves the right to increase or decrease the strength of security staff as per requirement as per approved rates.
- xv) Disqualification: Under no circumstances the respondents to contact any AEPC employees, other than the Joint Director (AHM) or authorized by him with regard to this contract or any of the information. Violation of this provision will subject to immediate disqualification and no further communication in this regard will be entertained.

## **12 DUTY HOURS (8 hours):**

1. **First Shift - 06-00 hrs to 14.00 hrs** 2. **Second shift - 14.00 hrs to 22.00 hrs** 3) **Third Shift-22.00 hrs to 06.00 hrs** 4) **General Shift : 09:00 hrs to 17:30 hrs**

## **13. ARBITRATION:**

**Except where otherwise provided for in the contract all questions and disputes whatsoever in any way arising out of or relating to the contract and terms and conditions concerning the contract shall be referred to the sole arbitration of the Secretary General, Apparel Export Promotion Council or to the sole arbitration of some other person appointed by Secretary General. The venue of arbitration shall be at Gurugram. The award of the arbitrator shall be final, conclusive and binding on both the parties to this contract.**

## **14. BID SUBMISSION:**

Duly completed bid documents should be submitted in the manner described as under:

Every paper of the Quotation should be signed by the owner or authorized signatory of bidder with seal of Agency/Firm/company. The bidder should sign all papers as having read and understood the terms and conditions contained in the Quotation document and submit the same along with requisite information. The bidder would fill up the technical information in **Annexure-I** which may be uploaded in a single attachment, clearly marking it as "Technical Bid". The technical bid / Quotation should be accompanied by details of deposit of Earnest Money Deposit "**EMD**" of **Rs. 1,00,000/-** in the form of Bank transfer/NEFT/RTGS from any scheduled bank in favour of Apparel Export Promotion Council payable at Gurgaon. The e-NIQ received without EMD or incomplete in any respect shall be summarily rejected and no bidder shall have any right to represent. **The financial/commercial bid of only those bidders will be called, whose technical bid fulfills all the conditions contained in this e-NIQ document.** The EMD of unsuccessful bidders shall be returned within 45 days after the expiry of period of bid and no interest would be paid thereon. The EMD of unsuccessful bidder shall be returned after awarding the contract to successful bidder. The EMD of successful bidder shall be returned after executing the agreement and depositing Performance Security as stated above.

**(Manoj Kumar)**  
Joint Director (AHM)  
Apparel Export Promotion Council  
Apparel House, Sector 44, Gurgaon-122003  
Haryana

**Annexure-A**

**Apparel Export Promotion Council**  
**AEPC/HO/AHM/2024/157**  
**Tentative requirement of Security Personnel**

<b>Designation</b>	<b>Age (Max.)</b>	<b>Educational Qualification</b>	<b>Health status</b>	<b>Height (ft.)</b>	<b>Required</b>
Assistant Security Officer	50 years	JCO/Subedar/Warrant officer or equivalent or civilian with 10 years experience in a reputed organization. <b>Should have adequate knowledge of reading and writing English and Hindi.</b>	Sound health with good personality	5 ft- 6" and above	01
Head Guard	45 years	Naik subedar or equivalent or civilian with 10 years experience in a reputed organisation. Should have adequate knowledge of reading and writing English and Hindi.	Sound health with good personality	5 ft- 6" and above	03
Fireman	40 years	12 <sup>th</sup> pass trained and Diploma / Certificate holder from government institute with 3 years experience in a reputed organization. Should have adequate knowledge of reading and writing English and Hindi.	Sound health with good personality	5 ft- 6" and above	02
Security Guards/Lady guard	35 (civilian) 40 (ex army)	Ex-army or 12 <sup>th</sup> pass civilian trained with 3 years' experience in a reputed organisation. Should have adequate knowledge of reading and writing English and Hindi.	Sound health with good personality	5 ft- 6" and above	16
<b>Total</b>					<b>22</b>



**Annexure-I**

**Apparel Export Promotion Council**  
**AEPC/HO/AHM/2024/157**  
**TECHNICAL BID**

- i) Bidder will submit the duly filled e-NIQ form for security services in AEPC along with Earnest Money Deposit amounting to **Rs. 1,00,000/- (Rupees One Lakh only)** to be paid in the form of Bank Transfer/NEFT/RTGS favour of Apparel Export Promotion Council, payable at Gurgaon. In no case, cheques and /or cash will be accepted. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD upon submission of valid Registration Certificate from MSME Department. Quotation without Earnest money deposit or MSME certificate shall be summarily rejected.

Bank & Branch	Indian Overseas Bank Sec-44, Gurgaon, Haryana
IFSC	IOBA0001804
SB Account No.	180401000020000
Account holder name	Apparel Export Promotion Council

- ii) The Earnest Money Deposit of the successful bidder shall be adjusted towards performance Security if the offer is accepted by the competent Authority. The **Performance Security will be 10%** of the total cost of work in a contract period of 02 years. The agency has to deposit the performance security within 10 days after acceptance of award letter in form of bank guarantee to AEPC. No interest shall be paid by the Council on Earnest Money. EMD will be released on receipt of Performance Guarantee. Details of EMD submitted should be filled in as follows:

Bank details for refund of Earnest Money Deposit (EMD), in case of unsuccessful bidder	Name of Bank: _____ Branch: _____ Account No. : _____ IFSC Code: _____ Transaction date: _____
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- iii) The bidder should submit the Quotation Form along with the following documents:

- a) Earnest money deposit (for Rs.1,00,000/- (Rupees One Lakh only).
- b) Original notice Inviting Quotation duly signed by the authorized signatory along with the seal and Original terms and conditions of Quotation document duly signed by the authorized signatory on each page along-with the seal of the firm.

- iv) The intending bidder should also give the following documents scanned along with the Quotation Form:

- a) Valid Registration no. of the Firm/company (attach attested scanned copy of the Certificate)
- b) Valid PAN No. of the Company/firm (Attach attested copy of the PAN card)
- c) Valid Employees EPF (Provident Fund) Account No. of the firm (attach attested copy of the certificate)
- d) Valid ESI No. of the company/Firm (attach attested copy of the certificate)
- e) Valid Goods & Service Tax registration no. (attach attested copy of the certificate)
- f) Valid Authorization to run Security Agency from Competent Authority/Labour Department of Haryana Government / Central Government.
- g) Five (05) Work orders and satisfactory performance certificates issued by senior level officer of clients.

- h) Valid registration with appropriate authority like Police Administration, Labour Dept, Haryana etc.
- i) Bank Account with Nationalized Bank.

v) The bidder should have average **annual turnover** of **Rupees one Crore or more** for providing security services during the preceding three financial year's i.e. 2021-22, 2022-23 and 2023-24. The same be submitted in the following format:-

Financial Year	Turnover in crores
2021-2022	
2022-2022	
2023-2024	

vi) The bidder shall submit attested copy of audited Balance Sheet & Profit and Loss account of the company/firm for preceding three financial years i.e. **2021-22, 2022-23 and 2023-24.**

vii) The details of similar work executed by the agency for institutions specified in Para 7(i) for the last 5 years i.e. **2019- 2023**

viii) Bidder shall give the documentary proof of minimum five years' experience in the following format on letterhead of Bidder:

S. No.	Year	Name of work & period of contract	Name of client and address	Contact persons with designation and contact number	Financial component	Number of security personnel post wise deployed
1.						
2.						
3.						
4.						
5.						

**Declaration by the bidder:**

This is to certify that I/we before signing this Quotation have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of Bidder with seal: \_\_\_\_\_

Name, Designation & address: \_\_\_\_\_

Email: \_\_\_\_\_

Tel./Mob. No. \_\_\_\_\_

Date:

**Technical conditions of the e-NIQ:**

1. The agency should have sufficient experience manpower/workers.
2. The agency should furnish Balance Sheet of the firm duly certified by CA for the last three years.
3. The agency should have minimum five years' experience in the field of providing security services.
4. The agency should be covered under labour legislation such as ESI, EPF and service tax etc.
5. **In case any agency furnished wrong/unlawful information/fake documents, its bid will be summarily rejected and no further correspondence shall be entertained on this account.**
6. **The agency should furnish an undertaking on their letter head that they have never been black listed by any Government Ministry, Department, PSU etc.**
7. The agency should be reputed and registered under Private Security Regulation Act including Haryana.