TRIPURA TOURISM DEVELOPMENT CORPORATION Ltd.
(A Government of Tripura undertaking)
Corporate Office: Swetmahal (palace compound), Agartala – 799001.
Contact- (0381)232-3893/232-5930 Fax-(0381) 231-7878
Web: www.tripuratourism.gov.in, E-Mail : tripuratourism09@rediffmail.com

Tender for selection of Agency for supply of Trained Security Guards
at Head Office and other units of Tripura Tourism Development Corporation Ltd.

Tripura Tourism Development Corporation Ltd (TTDCL) invites sealed tender for selection of agency for supply of 'Security Guard' at Head Office and other units of TTDCL. Interested firms/registered organization/Societies having security guard/night guard service to bid their rate for providing security services with EMD of Rs 75,000.00 (Rupees Seventy five Thousand) only in the form of Demand Draft/Banker Cheque in favour of the “Managing Director, TTDCL at Swetmahal, Agartala”. The tender document can be seen or downloaded from the website (www.tripuratourism.gov.in). Last date of collection of tender Form is 04.09.2018 up to 05:00 PM

1. Last date of submission of tender proposal: 05.09.2018 up to 03:00 PM.
2. Date of opening of tender: 05.09.2018 at 04.00 PM

For detailed information and any updates, amendments, modifications or supplement the information in this document will be uploaded in our website www.tripuratourism.gov.in

(Govekar Mayur R, IAS)
Managing Director, TTDCL

Dated, 18th August, 2018.

Copy to the:
1) Administrative Officer, TTDCL, with request to arrange publication of the Tender in 3 (three) local Newspapers.
2) Mr. Partha Chakraborty, Branch Officer, IT of TTDCL to upload into the website of TTDCL (www.tripuratourism.gov.in).

Copy also to the,
1) PS to the Honourable Chairman, TTDCL, for kind appraisal of the Chairman TTDCL (Minister, Department of Tourism).
2) PS to the Principal Secretary, for kind appraisal of the Principal Secretary, Department of Tourism.

(Govekar Mayur R, IAS)
Managing Director, TTDCL
SECTION-1: INTRODUCTION

1.0 BACKGROUND:

1.1 Tripura Tourism Development Corporation Ltd

Tripura Tourism Development Corporation Ltd (referred to as TTDCL or Authority) was established on 3rd June, 2009 under the Companies Act 1956. It works on the development of Tourism Infrastructure in the State, regarding control and acquisition of land, building constructions and social and physical infrastructure in Urban & Rural areas of the State. In pursuance of its main objectives and role that are assigned to perform it is required to ensure the safety of assets and properties of the corporation as well as the tourists of different Tourism destination of the State.

1.2 Taxes, Fee, Rates & Duties

The Bidder shall bear / pay all applicable taxes, fees, rates and duties in relation to this service at all time during the contract period.

1.3 Scope of Work:

1.3.1 Supply of trained Security Guard at Head Office and Units (Guest House/ Tourist Information Centre, SIHM etc.) of the TTDCL under the contract with the TTDCL for one year. The contract agreement may be extended for another two years with annual review after completion of each one year.

1.3.2 Tentative Requirement of Security Personnel:

1.3.2.1 The tentative requirement of Security Personnel for different destinations as assessed may be read as under which may subject to modification as per the actual requirement:-

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of Tourist Lodge</th>
<th>Tentative Requirement of Security Personnel in Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Office of the Managing Director, TTDCL, Swetmahal, Palace Compound, Agartala.</td>
<td>3</td>
</tr>
<tr>
<td>2)</td>
<td>SIHM, Anandanagar, Agartala.</td>
<td>4</td>
</tr>
<tr>
<td>3)</td>
<td>Geetanjali Tourism Guest House, Agartala</td>
<td>3</td>
</tr>
<tr>
<td>4)</td>
<td>Haveli Museum, Old Royal Palace, Khayerpur.</td>
<td>2</td>
</tr>
<tr>
<td>5)</td>
<td>Muhuri Parjatan Niwas, Belonia.</td>
<td>2</td>
</tr>
<tr>
<td>6)</td>
<td>Unakoti Tourist Lodge, Kailashahar</td>
<td>2</td>
</tr>
<tr>
<td>7)</td>
<td>Juri Tourist Lodge, Darmanagar.</td>
<td>2</td>
</tr>
<tr>
<td>8)</td>
<td>Eden Tourist Lodge, Jumpul Hills.</td>
<td>4</td>
</tr>
<tr>
<td>9)</td>
<td>Sagarmahal Tourist Lodge, Melaghar</td>
<td>3</td>
</tr>
<tr>
<td>10)</td>
<td>Gomati Yatri Niwas, Udaipur.</td>
<td>2</td>
</tr>
<tr>
<td>11)</td>
<td>Pillak Tourist Lodge, Jolaibari.</td>
<td>4</td>
</tr>
<tr>
<td>12)</td>
<td>Chabimura Tourist centre</td>
<td>5</td>
</tr>
<tr>
<td>13)</td>
<td>Neermahal Palace, Melaghar.</td>
<td>1 (night guard)</td>
</tr>
<tr>
<td>14)</td>
<td></td>
<td>Total= 37</td>
</tr>
</tbody>
</table>

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1.3.2.2 The TTDCL shall fix timings of various duty shifts. A single duty shift will have normal duration of Eight Hours (8 hours). In case of any compelling reasons, if the duty shift is to be extended, the same shall not be resorted to by the contractor without the prior consent of the TTDCL or the Authorized Officer. The duty hours/Shifts of the Security Personnel will tentatively be as detailed below:

   a) 1st Shift – 06.00 Hours to 14.00 Hours.
   b) 2nd Shift – 14.00 Hours to 22.00 Hours.
   c) 3rd Shift – 22.00 Hours to 06.00 Hours.

The TTDCL is at liberty to modify the Duty hours/shifts which will be binding for the Contractor.

1.4 BRIEF DESCRIPTION OF THE BIDDING PROCESS:

1.4.1 TTDCL invites Tender to participate in the Bid Process. The Authority shall receive Bids pursuant to this documents and other documents to be provided to the Authority pursuant to this Tender, as modified, altered, amended and clarified from time to time by the Authority (collectively the “Bidding Documents”), and all Bids shall be prepared and uploaded in accordance with such terms on or before the date specified in this document.

1.4.2 TTDCL shall follow single stage two Covers bid Process for selection of the Bidder for the Job. The submission of Bids by interested parties in response to the Bidding Document would be required to be in two separate Covers as indicated below:

   i) Cover 1: Techno-commercial Bid (Envelope-A, Envelope-B).
   ii) Cover 2: Financial Bid (Envelope-C).

1.4.3 The Tender received would be subjected to a prima-facie check for responsiveness followed by a stepwise evaluation procedure. The brief highlights of the process are given below:

   a) During the Bid Process, Bidders would be required to furnish the information specified in this Tender Document.
   b) The Financial Bids of only those Bidders shall be opened who are found to be qualified the Techno-commercial Evaluation.
   c) Bidders are expected to examine the Job in detail, and to carry out such studies as they deem fit prior to submitting Tenders for implementation of the work.
   d) The Work would be awarded to the Successful Bidder after evaluating the Tenders based on the bidding criteria specified in the Tender document for the Job.
   e) This Tender document contains the required details of the process to be followed during the entire bidding process.

1.4.4 Procedure for Selection of Lowest Bidder:

The lowest financial terms offered by the bidder in the financial Bid subject to fulfilment of relevant techno-commercial terms as set in this document, shall be considered as Lowest Bidder. In case of more than one bidder quote the lowest rate the bidder with higher score obtained in the techno-commercial bid shall be considered as lowest bidder.

1.4.5 Preparation of the proposal:

   i) The proposal shall comprise the following:

   (a) Envelope A - It should contain the Demand Draft/ Banker's Cheque of only nationalised bank for full value of the EMD amount of Rs. 75,000/- (Rupees Seventy Five Thousand only) in favour of the “Managing Director
"TTDCL", payable at Agartala, Tripura. The sealed Envelope A should be superscripted as "EMD for Selection of an Agency for supply of Security guards at Head Office and Units of TTDCL"

(b) **Envelope B** - It should contain Tender Documents in prescribed form set out in Appendix-I (Form-1 & Form-2), duly signed in each page by a person having power of attorney or having been duly authorized to sign by the concerned Agency or Agency etc. The sealed Envelope B should be superscripted as "Technical Bid for Selection of an Agency for Supply of Trained Security Guards at Head Office and Units of TTDCL".

(c) **Envelope C** - It should contain the Financial proposal in prescribed form set out in Appendix-II (Form-1), duly signed by a person having power of attorney or having been duly authorized to sign by the concerned Agency or Agency etc. The sealed Envelope C should be superscripted as "Financial Bid for Selection of an Agency for Supply of Trained Security Guards at Head Office and Units of TTDCL".

d) **Master Envelope:**

The 3 (three) Envelopes as above shall be put in a master envelope and superscripted as "Tender for selection of an Agency for Supply of Trained Security Guards at Head Office and Units of TTDCL".

(ii) The TTDCL shall have the right to reject a Tender that does not contain any of the documents, mentioned in this Tender and in the event, it is found that any of the form is not in the format prescribed in this Tender.

1.5 **Price Variation Clause:**

No price variation and escalation shall be allowed except hike in statutory deductions that may likely to be imposed during the period of contract.

**SECTION - 2. INSTRUCTION TO BIDDERS FOR SUBMISSION OF TENDER**

2.1 **Scope of Tender:**

Supply and deploy of trained Security Guards at Head Office and Units (Guest House / Tourist Information Centre, SIHM etc.) of the TTDCL.

2.2 **Eligible Criteria for the Bidders:**

The Bidders shall inter alia fulfil the following eligibility criteria:

2.2.1 Bidder should be a registered agency involved in the field of supplying Security Guards having "License to engage in the Business of Private Security Agency" obtained from the designated licensing authority. The office of the bidder shall have to be situated within the jurisdiction of licensing authority. The copies are required to be inserted in Envelope-B.

2.2.2 The Agency shall have Employees Provident Fund (EPF), ESIC etc. registration and the copies of EPF, ESIC etc remittance challans in connection with supply of Security Guards shall be produced in Envelope-B.

2.2.3 The Agency having workmen Compensation Policy is preferable.

2.2.4 The bidder shall have adequate numbers of trained security personnel to meet the requirement of the TTDCL and an undertaking to this effect shall have to be produced in Appendix-III as appended (to be inserted in Envelope-B).

2.2.5 The bidder shall have GST registration, PTCC, PAN card, Income Tax Returns for last 3 (three) years etc. and the proof of the same shall be inserted in Envelope-B.
2.2.6 The bidders having minimum yearly Turnover of Rs.30.00 Lakhs or more from the business of supply of Security Personnel for last 3 financial years (2015-16, 2016-17 and 2017-18) are eligible to participate in this tender. A certificate with seal and signature and valid registration number to be obtained from the qualified Chartered Accountant (CA) to this effect shall have to be enclosed (documentary proofs to this effect are to be inserted in Envelope-B).

2.2.7 The prospective bidder must have the experiences of supplying Security Guard for minimum 3 (three) years in Government or Semi-Government organisations or with any private organization located in Tripura. The copy of work orders, agreements and experience certificate must have to be enclosed along with the bid as a documentary proof in (envelope-B).

2.3 Amendment of Tender
At any time prior to the deadline for submission of Tender, TTDCL may, for any reason, whether at its own initiative or in response to clarifications requested by any Bidder, modify the Tender Document by issuing such Addendum as it finds necessary. Any Addendum thus issued will be uploaded on the website of the TTDCL, i.e. www.tripuratourism.gov.in.

2.4 Signing & filling up of Bidding Documents:-
2.4.1 All the pages of the 'Bidding Document' as supplied from the TTDCL shall duly be signed and filled up by the Bidder. The signature of the Bidder in each page shall be treated as a token of unconditional acceptance of Terms & Conditions (to be inserted after putting the signatures in Envelope-B).

2.4.2 The bidders are required to furnish their offers in Appendix – II, Form-1(to be inserted in Envelope-C). The rate quoted in the tender should be inclusive of and in accordance with the relevant statutory provisions.

2.5 Training and deployment of Security Personnel :-
2.5.1 The Bidding Agency shall have adequate numbers of trained Security Personnel under its disposal. The relevant training certificate obtained from the prescribed / competent Firm imparted training to the respective Security Personnel shall have to be enclosed at the time of deployment.

2.5.2 The Contractor shall have to deploy the Security Personnel within 7 (seven) days from the date of receipt of requisition letter failing which penal provisions as set herein shall become operative.

2.5.3 The Contractor shall have to ensure the services of Security Personnel as per the shift and details of security services as prescribed in Clause No.1.3.2.2 above.

2.6 Tender Document:
2.6.1 The Tender Document can be made available from the Tripura Tourism website www.tripuratourism.gov.in

2.7 Earnest Money Deposit:-
2.7.1 Earnest Money to the tune of Rs.75,000.00 (Rupees Seventy five thousands) only shall have to deposit in the shape of Demand Draft drawn in favour of the MD, TTDCL Payable at Agartala from any nationalized bank in India valid at least for three months or extendable time to time as per the requirement.

2.7.2 The exemptions from depositing EMD procured by the bidder(s) shall not be entertained in any case. So, the Tenders without EMD will summarily be rejected.

2.7.3 EMD would be refunded to the unsuccessful Bidders after finalization of the Tender without any interest.

2.7.4 EMD produced by the Successful Bidder may be converted into a part of the Security Money to be deposited at the Rate of 10% of the Bid Value. However, the EMD can also be released if the entire amount of Security Deposit is produced as per the prescribed manner.

2.7.5 EMD would be forfeited in case of non-compliance of the Engagement Order by the successful bidder.

2.7.6 Any interest bearing mode of production of EMD and Security Deposit shall not be entertained.
2.8 The quantity of materials as put in the Tender Document may vary depending upon the actual requirement.

2.9 **Negotiations:** No post bid negotiations of rates are allowed.

2.10 **Limitation of Liability:**
The TTDCL will, in no case, be responsible for any accident fatal or non-fatal, caused to any worker during performance of designated duty. All the expenditure including treatment or compensation will be entirely borne by the Successful Bidder. The Successful Bidder shall also be responsible for any claims of the workers including PF & other legal obligations.

2.11 **Power of attorney:**
Power of attorney to sign the agreement on behalf of bidder & partnership deed should be enclosed along with original Tender Documents in case the Tender is signed by the authorized signatory.

2.12 **Number of Tenders**
Each Bidder shall submit one and only one (1) Tender in response to this Tender. Any Bidder, which submits or participates in more than one Tender will be disqualified from all its bids and will also cause the disqualification of the Bids as a Bidder.

2.13 **Language:**
The Tender and all related correspondence and documents should be written in the English language.

2.14 **Currency:**
The currency for the purpose of the Tender shall be the Indian Rupee (INR).

2.15 **Schedule of Bidding Process:**
TTDCL shall endeavour to adhere to the following schedule:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Date for receiving queries</td>
<td>[12 days prior to TDD]</td>
</tr>
<tr>
<td>TTDCL response to queries latest by</td>
<td>[7 days prior to TDD]</td>
</tr>
<tr>
<td>Tender Due Date (TDD)</td>
<td>05-09-2018</td>
</tr>
<tr>
<td>Opening of Tenders (Cover I)</td>
<td>05-09-2018 at 3.00 PM of the TDD.</td>
</tr>
<tr>
<td>Opening of Tenders (Cover II)</td>
<td>[On 4th day after TDD or to be notified later on]</td>
</tr>
</tbody>
</table>

2.16 **Security Deposit/Performance Guarantee Fees and signing of Agreement:**

2.16.1 The successful bidder shall deposit the Security amount / Performance Guarantee fees as 10% of bid value in the shape of Demand Draft from any nationalized bank drawn in favour of MD, TTDCL Payable at Agartala or in the shape of Bank Guarantee within 7 days of receipt of Award of Contract issued by the TTDCL. The EMD deposited with the Tender can be adjusted towards the above amount payable upon request of the bidder.

2.16.2 The TTDCL and the Successful Bidder shall enter into the agreement within 7 days from the date of receipt of Award of Contract (AOC) on production of Security Deposit as mentioned herein above. The date of signing of contract/agreement shall in turn reckon the date of commencement of contract.

2.16.3 The Security Deposit shall mean the guarantee for completion of all obligations within the ambit of this agreement and shall be valid until the date of completion of the contractual obligations prescribed in this agreement including guarantee / warranty period and AMC period of the systems.

2.16.4 The Successful Bidder shall fulfil the stipulation for depositing/signing of agreement as stated herein above.

2.16.5 The Security Deposit shall be released, subject to satisfactory execution / performance of the systems on expiry of contract period.

2.17 **Payment of Bills:**

2.17.1 The Successful Bidder shall raise the bill in duplicate for the period of each calendar month within 10th working day of each month to the TTDCL.

2.17.2 The payment to all Security Personnel shall have to be disbursed within 3rd of every Month through the Bank account of respective Security Personnel in anticipation of reimbursement of corresponding bill will be raised
by the contractor combining above payment made to the security personnel through Bank transfer and contractors commission (henceforth will be called as contractors bill).

2.17.3 The bill shall accompany the proof of disbursement of salary of that particular month of the Security Personnel.

2.17.4 The bill shall further accompany the statement of remittance of EPF, ESIC etc contribution of the preceding month of all Security Personnel for which the payment is claimed.

2.17.5 Necessary statutory deduction will be made at source during payment. Contractor bill will be made through either by A/C payee cheque or by RTGS.

2.17.6 The bill which is not accompanied by the documents as prescribed at Clause No. 2.17.2, 2.17.3 & 2.17.4 shall not be entertained.

2.18 Penalty Clause of the Tender:

2.18.1 Tenderer withdraw their bid before opening the financial bid: Penalty- Nil.

2.18.2 Tenderer withdraw their bid after opening of financial bid but before negotiation, if any: Penalty- 25% of EMD.

2.18.3 Tenderer withdraw their bid after opening of financial bid/negotiation but before Award of Contract (AOC): Penalty- 50% of EMD.

2.18.4 Tenderer fails to sign Award of Contract (AOC) depositing security money within stipulated period: 100% of EMD.

2.18.5 Tenderer fails to fulfill the contractual obligations within stipulated period including extension if any: 1% of the monetary value of the ordered volume of work/Tender Value on liquidated damage per day subject to 10% maximum up to 15 days.

2.18.6 If Tenderer fails to execute within 15 (fifteen) days from the stipulated date including extension if any, Award of Contract (AOC) will be terminated and contractor will be black listed for three years.

2.18.7 If contractor execute the work partially, above penalties will be invoked on pro-rata basis.

2.19 Validity of Tender:
Tenders shall remain valid for a period not less than 180 days from the TDD. TTDCL reserves the right to reject any Tender, which does not meet this requirement.

2.20 Eligibility Criteria of the Security Personnel:
2.20.1 The Security Personnel to be deployed shall be of Age group between 18 Years to 45 Years.

2.20.2 All the deployed security personnel must be physically fit for performing security duty as prescribed in the Units of TTDCL and must possess good moral character. In this regard, the contractor must seek all credentials of the applicants, including their medical fitness certificates, character certificates and verify the credentials before recruiting any of them as security personnel.

2.21 Supply of Uniform and Equipments:
2.21.1 The Contractor shall supply two sets of Uniform etc. to the Security Personnel in every year.

2.21.2 The uniform of the deployed Security Personnel must be well maintained. The deployed personnel should carry photo identity card issued by the TTDCL and also the Name plates attached with the uniform during the time of their duties.

2.21.3 The Contractor shall have to supply the articles required for discharge of designated all weather round the clock services. The details of articles are as follows:

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of the Equipments</th>
<th>In Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Torches or Search light with batteries</td>
<td>2 (Two) nos per Tourist unit</td>
</tr>
<tr>
<td>02</td>
<td>Rain Coat.</td>
<td>As required</td>
</tr>
<tr>
<td>03</td>
<td>Gum Boots.</td>
<td>As required</td>
</tr>
<tr>
<td>No.</td>
<td>Item</td>
<td>Quantity</td>
</tr>
<tr>
<td>-----</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>04</td>
<td>Lathi</td>
<td>As required</td>
</tr>
<tr>
<td>05</td>
<td>Whistle</td>
<td>1 (one) no per person</td>
</tr>
<tr>
<td>06</td>
<td>Belt</td>
<td>1 (one) no per person</td>
</tr>
<tr>
<td>07</td>
<td>Cap</td>
<td>1 (one) no per person</td>
</tr>
<tr>
<td>08</td>
<td>Shoes</td>
<td>1 (one) pair per person</td>
</tr>
</tbody>
</table>

General Conduct:

The service Agency would monitor the conduct of all personnel with the related persons and tourists regularly. The compliance to the designated responsibility of the personnel shall also have to monitor regularly by the Contractor and take course corrective methodology in order to ensure the required level of services. The Contractor shall held responsible for all time in case of violation.

2.22 The frequent replacement of Security Personnel may degrade the level of services. So, it is not at all appreciating to replace the Security Personnel unless otherwise it is warranted. The necessary permission would be required to obtain from the TTDCL or its authorised representatives for any kind of such replacement.

2.23 The Contractor shall be liable to make alternate arrangements in case of the absence of the any of the staff. Similarly, the Contractor shall have to make alternate arrangements in case of National Holiday/declared Holiday by the Society/Weekly off; no extra payment shall be payable on this account. No short leave or piece meal relief shall be permitted to the Security Personnel unless the contractor provides suitable substitute without any extra payment. The contractor shall ensure to deploy for leave vacancy for all time as and when required.

2.24 In case of failure of the contractor to commence work or in the event of breach of any of the terms of the contract, the security deposit of the contractor shall be forfeited.

2.25 The Principal Secretary will appoint arbitrator in case of dispute resolution under the Arbitration and Conciliation Act, 1996.

2.26 The successful bidder would enter into an agreement within 7 (Seven) days from the date of receipt of Award of Contract (AOC) in a non-judicial stamp paper of Rs.100/- without fail on production of security deposit in prescribed form.

2.27 The rates and terms of contract so finalised are binding for both the parties of this agreement during the period of contract.

2.28 Duties and responsibilities of the Security Personnel:

i) The Security Personnel deployed by the Agency shall have to comply the instruction of the concerned Manager or Manager-in-Charge of the Lodge(s).

ii) To check visually carrying of any objectionable article, if noticed to inform the authority-in-Charge.

iii) To perform watch and wards functions including night petrol on the various points of deployment.

iv) To prevent the entry of stray dogs, cattle's antisocial elements, unauthorized persons and vehicles into the building.

v) The security personnel should be able to categorize the legitimate visitors without causing any embarrassment to them.

vi) The guards will also take round of the backside of all important and sensitive points as specified by the Authorized Officer.
vii) The security guards on patrol duty should take care of all the movable property lying in the premises, vehicles of all kinds, transformer & electrical fittings such as street light etc. water taps, valves and water hydrants installed, in the open, all over the premises, for various purposes.

viii) Security guards should ensure that the flowers, plants, trees and grassy lawns are not damaged either by the staff or by outsiders.

ix) The security guards will also help the fire fighting staff in extinguishing the fire, if there is a fire or any other natural calamities.

2.30 Right to Accept or Reject any or all Tenders

2.30.1 Notwithstanding anything contained in this Tender, TTDCL reserves the right to accept or reject any Tender and to annul the Bid Process and reject all Tenders, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

2.30.2 TTDCL reserves the right to reject any Tender if:

a) At any time, a material misrepresentation is made or uncovered, or

b) A Bidder does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Tender. Such misrepresentation / improper response would lead to the disqualification of the Bidder.

SECTION 3: EVALUATION OF BIDS

3.1 Techno-Commercial Evaluation of Tender cover-1 (Envelope A & B):

Techno-Commercial Bids in Envelope I & II shall first be taken up for evaluation. This process shall lead to calculation of scores obtained by the bidders for eventual comparison with the qualifying score prescribed in this document.

3.2 Tests of responsiveness for Techno-Commercial Bids:

3.2.1 Prior to evaluation of Techno-Commercial Bids, the TTDCL will determine whether each Tender is responsive to the requirements of the Tender.

3.2.2 A Tender shall be considered responsive if the Tender:

a) Contains information required as per Appendix I;

b) Accompanied by the Earnest Money in the form as prescribed in this document.

3.2.3 TTDCL reserves the right to reject any Tender which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by TTDCL in respect of such Tenders.

3.2.4 The Financial Bid of the non-responsive Bidders shall not be opened.

3.3 Clarifications / Documents for Techno-Commercial Bid Evaluation:
3.3.1 TTDCL may at its sole discretion, seek clarifications in writing from any Bidder to facilitate evaluation of its Techno-Commercial Bids.

3.3.2 TTDCL reserves the right to call for supporting documentation to verify the information provided by Bidders, at any time during the Techno-Commercial Evaluation Process.

3.3.3 In such cases, the Bidders should provide the requested clarification / documents promptly and within the stipulated time, failing which the Bidder’s Techno-Commercial Bid is liable to be considered to its disadvantage or even disqualified at any stage of the Techno-Commercial Evaluation Process.

3.4 Right to Reject any Techno-Commercial Bids:

TTDCL reserves the right to reject and not proceed with evaluation of any Techno-Commercial Tender if either, a material misrepresentation is made or uncovered at any time; or, the Tender has been made subject to any caveats or deviations from the Tender Document; or, the Bidder does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Tenders.

3.6 Evaluation of Financial Bid:

3.6.1 Tests of Responsiveness for Financial Bids:

i) Prior to evaluation of Financial Bid, TTDCL will determine whether each Bid is responsive to the requirements of the Tender.

ii) TTDCL reserves the right to reject any Financial Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by TTDCL in respect of such Bids.

3.6.2 Calculation of Financial Value (FV) of each Financial Tender:

i) Financial Bids would be arranged in ascending order of the value quoted by each bidder, with the Bid having the Lowest Financial Value being listed first and the Bid having the second Lowest Financial Value listed second and so on.

3.7 Determination of Successful Bidder:

3.7.1 The Bidder ranked at the top with the Lowest Financial Value as prescribed above shall be the Successful Bidder for the Job / Work.

3.7.2 TTDCL shall issue Award of Contract (A o C) to the Successful Bidder after obtaining approval from the Competent Authority.

3.7.3 The Successful Bidder shall deposit Security Money to the tune of 10 % of the offered bid money in shape as prescribed above within 7 days of receipt of Award of Contract (A o C) and sign the agreement.

SECTION-4: FRAUD AND CORRUPT PRACTICES

4.1 Prohibition against Collusion with other Bidder:

Each Bidder shall warrant by its Bid that the contents of its Bid have been arrived at independently. Any Bid which has been arrived at through consultation, collusion, or understanding with any other prospective Bidder for the purpose of restricting competition shall be deemed to be invalid.

4.2 Inducements:
Any effort by a Bidder to influence processing of Bids or award decision by TTDCL or any officer, or staffs thereof may result in the rejection of such Bidder's Bid. In such a rejection of Bid, the Bidder shall lose its Bid Security.

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Authority may reject a Tender without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

4.3 Without prejudice to the rights of the Authority under Clause 4.1 hereinabove, if a Bidder is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Bidder shall not be eligible to participate in any Tender issued by Authority during a period of 2 (two) years from the date such Bidder is found by Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

4.4 For the purposes of this Clause 4, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any officer of Authority who is or has been associated in any manner, directly or indirectly, with the Bid Process.

b) "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bid Process;

c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;

d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bid Process; or (ii) having a Conflict of Interest; and,

e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bid Process.

5. SECTION: GENERAL PROVISIONS

5.1 Communication between Bidders and the Authority:

5.1.1 All communication, unless specified otherwise, on these Tender Documents shall be addressed to: The Managing Director, Tripura Tourism Development Corporation Limited Swetmahal, Palace Compound, Agartala, Tripura.

Tel: 0381-231-7878 Fax: 0381-230-0496,
E-Mail: tripuratourism09@rediffmail.com
Web: http://tripuratourism.gov.in
5.1.2 All communication to the Bidder shall be sent to the Authorized Representative & Signatory at the addresses mentioned in the covering letter to this Tender, unless TTDCL is advised otherwise.

5.2 Interpretation of Documents
5.2.1 TTDCL will have the sole discretion in relation to:
   a) The interpretation of this Tender, the Tenders and any documentation provided in support of the Tenders; and
   b) All decisions in relation to the evaluation and ranking of Tenders, whether or not to request for any clarifications or additional information from Bidder in relation to its Tender and the selection of the Successful Bidder.

5.2.2 TTDCL will have no obligation to explain its interpretation of this TENDER, the Tenders or their supporting documentation and information or to explain the evaluation process, ranking process or the selection of the Successful Bidder.

5.3 Confidentiality:
Information relating to the examination, clarification, evaluation, and recommendation for the short-listed Bidders shall not be disclosed to any person not officially concerned with the process. TTDCL will treat all information submitted as part of Tender in confidence and would require all those who have access to such material to treat the same in confidence. TTDCL will not divulge any such information unless it is ordered to do so by any authority that has the power under law to require its disclosure.

5.4 Indemnity of the Authority:
It shall be deemed that by submitting the Tender, the Bidder agrees and releases the Authority, its employees, agents and advisers/consultants, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder and the Bidding Documents, pursuant hereto, and/or or in connection with the Bid Process, to the fullest extent permitted by applicable law, and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.

5.5 Miscellaneous
5.5.1 The Bid Process shall be governed by, and construed in accordance with, the laws of India and the competent Courts in Tripura shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bid Process.

5.5.2 Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
   i) suspend and/or cancel the Bid Process and/or amend and/or supplement the Bid Process or modify the dates or other terms and conditions relating thereto;
   ii) consult with any Bidder in order to receive clarification or further information;
   iii) pre-qualify or not to pre-qualify any Bidder and/or to consult with any Bidder in order to receive clarification or further information;
   iv) retain any information and/or evidence submitted to Authority by, on behalf of, and/or in relation to any Bidder; and/or
   v) Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.

Appendixes:

Appendix-I : Techno-Commercial Proposal; Form 1 : Letter of Proposal; Form 2 : Details of Bidders and Authorized Signatory; Appendix-II: Financial Proposal; Form 1 : Financial Proposal.
Tender for Selection of an Agency for Supply of Trained Security Guards at Head Office and Units of Tripura Tourism Development Corporation Ltd

APPENDIX-I
Form-I
TECHNO-COMMERCIAL PROPOSAL

To
The Managing Director,
Tripura Tourism Development Corporation Ltd,
Swet Mahal: Palace Compound, Agartala.

Sub: Tender for Selection of an Agency for Supply of Trained Security Guards at Head Office and Units of Tripura Tourism Development Corporation Ltd.

Dear Sir,

1. With reference to your Tender document No. ............ dated ___/___/2018, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Proposal for the aforesaid Project.

2. All information provided in the Proposal and in the Appendices is true and correct.

3. This statement is made for the express purpose of qualifying as a Bidder for undertaking the Job.

4. I/we shall make available to Tripura Tourism Development Corporation Ltd any additional information it may find necessary or require to supplement or authenticate the Bid.

5. I/we acknowledge the right of Tripura Tourism Development Corporation Ltd to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

6. I/we declare that:
   a) I/we have examined and have no observations to the Bidding Documents, including any Addendum issued by Tripura Tourism Development Corporation Ltd.
   b) I/we do not have any conflict of interest in accordance the Tender document as far as it relates to employees of the bidder working on this project;
   c) I/we have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the Tender document, in respect of any Tender or request for proposal issued by or any Contract entered into with Tripura Tourism Development Corporation Ltd or any other public sector enterprise or any government, Central or State; and
   d) I/we hereby certify that we have taken steps to ensure that in conformity with the provisions of the Tender, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

7. I/we understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the Tender document.

8. I/we declare that we are not a Member of any other Agency submitting a Proposal for the Project.

9. I/we undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate Tripura Tourism Development Corporation Ltd of the same immediately.
10. In the event of my/we being declared as the successful Bidder, I/We agree to enter into a Service Contract in accordance with the terms & conditions mutually agreed upon.

11. The Fee has been quoted by me/us after taking into consideration all the terms and conditions stated in the Tender.

12. We offer an EMD of Rs. 75,000/- (Rupees Seventy Five Thousand only) and agree to deposit the security money as prescribed in this tender document for the work of Tripura Tourism Development Corporation Ltd in accordance with the Tender Document.

13. The EMD in the form of a Bank Draft or Bankers Cheque is attached.

14. I/We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Proposal is not opened.

15. I/We agree to keep this offer valid for 90 (Ninety) days from the last date of submission of Tender.

16. I/We agree and undertake to abide by all the terms and conditions of the Tender document.

In witness thereof, I/we submit this Proposal under and in accordance with the terms of the Tender document.

Yours faithfully,

(Signature of the Bidder/Authorised signatory)
APPENDIX-I
Form-2
Details of Bidders and Authorized Signatory

A) Details of Bidder:-
   i) Name of Firm:
   ii) Address:
   iii) Telephone:
   iv) Email:
   v) Fax:
   vi) Website:

B) Status of Firm/ Company (Whether Proprietorship / Partnership / Pvt. Ltd. / Public Ltd. Co.) Names of the Proprietor, Partners, Directors with Phone No(s)
   i) 
   ii) 
   iii) 

C) Registration with Registrar of Companies/ Registrar of Firm & Society (No. & Date):

D) Locations and addresses of offices in India

E) Registration with Statutory Authorities:
   i) Income-Tax (PAN) No.
   ii) Income-Tax (TAN) No.
   iii) Service Tax No:
   iv) EPF No:
   v) ESI No:

F) Name of Bank, A/c No. and IFSC Code:

G) Specify Three maximum value orders in providing Security Guards Services.

<table>
<thead>
<tr>
<th>Name of Client</th>
<th>Address of the Client</th>
<th>Details of Work Order</th>
<th>Period of Security Services provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>i)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Copies of satisfactory execution of order obtained from the client should be enclosed.

H) Details of Authorized Signatory

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Address</td>
</tr>
<tr>
<td></td>
<td>Telephone</td>
</tr>
<tr>
<td></td>
<td>Email</td>
</tr>
</tbody>
</table>

Note: Enclose proof and documents in support of Authorized Signatory, Like: Partnership Deed, Authorized Letter or Power of Attorney etc.

Yours faithfully,

Date:

(Signature of the Authorized signatory)

Name and seal of Bidder
Tender for Selection of an Agency for Supply of Trained Security Guards at Head Office and Units of Tripura Tourism Development Corporation Ltd

APPENDIX - II
Form-1
FINANCIAL PROPOSAL
Covering Letter
(On Applicant's letter head)
[Location, Date]

FROM: [Name of Agency]
To,
The Managing Director,
Tripura Tourism Development Corporation Ltd,
Swet Mahal: Palace Compound, Agartala.

Sub: Tender for Selection of an Agency for Supply of Trained Security Guard at Head Office and Units of Tripura Tourism Development Corporation Ltd.

Dear Sir,

I/We ________________________________ duly authorized by ________________________________ [name of the applicant Agency] to submit this proposal, hereby submit our proposal to provide the services as Agency for Supply of Security Guard to Tripura Tourism Development Corporation Ltd, in accordance with your Tender. My bid for the proposal is as follows:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Category of Security Personnel</th>
<th>Rate for each person on lump-sum basis (Per Month) inclusive of all taxes EPF, ESIC etc. in INR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Trained Security Guard, Male</td>
<td>Rs.</td>
</tr>
<tr>
<td></td>
<td>In words: - Rupees</td>
<td></td>
</tr>
</tbody>
</table>

1. Our Financial Proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the Proposal, i.e. 90 days from TDD.

2. We understand that you are not bound to accept any Proposal you received without assigning any reason.

Signature of the authorized signatory
UNDERTAKING

I, ........................................ Son/Daughter ........................................ resident of ........................................

being Proprietor/ Partner or its representative of M/S ........................................ of whose GST
Registration No. is ........................................ Income Tax PAN No. is ........................................

I do, hereby, give consent to TTDCL to deduct from our Bill whatsoever dues of the GST & IT Department on their
demand.

I do further declare that I / We, M/S ........................................ the Proprietor has never been
barred or disqualified either by Government of India or Government of Tripura or their Departments or agencies from
participating in submission of Tender or such stipulation does not subsist up to Tender Due Date (TDD) which bars in
participation to this Tender. Any revelation of facts in contrary to the above declaration may lead to termination of my/our
Bid/Agreement irrespective of stage of the Bid Process/Execution along with imposition of penalty within the ambit of this
Bid Document/Agreement.

I do further declare that I / We, M/S ........................................ the Proprietor, shall ensure the
payment of monthly salary of all security personnel by 3rd of every Month. If the 3rd of any Month happens to be a
holiday or non-working day, the same shall be disbursed on the next working day through Bank account of the Security
Personnel. No cash payment of salary shall be made.

I do further declare that I / We, M/S ........................................ the Proprietor, has adequate
numbers of trained security personnel at its disposal for deployment as per the instruction of the TTDCL as and when
asked for in the context of this Tender. The relevant training certificate shall be produced along with the disposition list of
the security personnel at the time of deployment.

I do further declare that I / We, M/S ........................................ the Proprietor, shall produce the
Bank Account Number of each Security Personnel along with the disposition list.

I do further declare that I / We, M/S ........................................ the Proprietor, shall produce the
character certificate of each Security Personnel to be obtained from the Police Station within the jurisdiction of which the
place of deployment are located.

Place:

Date:

Signature:

Name & Seal