TERMS OF REFERENCE

Background

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is owned by the German Government and works in the field of international cooperation for sustainable development. GIZ is also engaged in international education work around the globe and currently operates in more than 130 countries worldwide.

Germany has been cooperating with India by providing expertise through the organisations now forming GIZ for more than 50 years. To address India's priority of sustainable and inclusive growth, GIZ's joint efforts with the partners in India currently focus on the following areas:

- Energy- Renewable energy and energy efficiency
- Sustainable Urban and Industrial Development
- Natural Resource Management
- Private Sector Development
- Social Protection
- Financial Systems Development
- Human Capacity Development
- Environment

The GIZ Office in New Delhi, India is responsible for Financial, Administrative and Personnel management functions covering the GIZ activities in India and the region. The web site of GIZ is www.giz.de

Corporate office address of GIZ

GIZ India Office,
46, Paschimi Marg,
Vasant Vihar,
New Delhi -110057

PURPOSE

The purpose of this document is to call for qualified and professional security service companies/firms/organization that would cover the provision of security and guarding services and its related allied services hereafter referred to as **"Security service provider"** for GIZ office

GIZ intends to carry out a procurement exercise to solicit proposals from experienced and professional companies/firms/agencies to provide security services as per the terms and conditions of our reference.

Currently GIZ office is looking for security services only for Delhi Region. However the framework of the services can also be extended to other GIZ office locations situated in other states based on PAN INDIA arrangements.

Categories & number of Manpower required

S. No	Premises	Category	Number
1	B-5/1 & B-5/2, Safdarjung Enclave, New Delhi	Supervisor	1
2	B-5/1 & B-5/2, Safdarjung Enclave, New Delhi	Guards	4
3	A-2/18, Safdarjung Enclave, New Delhi	Supervisor	1
4	A-2/18, Safdarjung Enclave, New Delhi	Guards	3
		TOTAL	9

**The numbers of personnel indicated above are based on current requirement. The number can get increased/ or decreased based on the actual requirement in the future.

The timings of the personnel's for this purpose will be decided by the company and contractor has to abide by the timings of the company.

Minimum Qualification of personnel's

1.) Supervisor- minimum 12th Standard pass/Graduate.
2.) Guards- minimum 8th Standard pass.

Outline of the tasks to be carried out

The Security Personnel's are expected to perform the following duties:-

The Security service shall include controls of entries and exits, ID cards check and verification of the incoming people other than the staff working at building and securing peace of the inhabitants at the building, overall security of the building with its entire premises. Description of the premises and responsibilities of the security officers is as follows-

- Main Entrance Door: This is the entrance where people enter and exit and visitors are searched and ID cards checked.
- Watch and Control Duty: This is the security service including watch at the place of assignment and control duty to prevent parking of outsider's cars and placement of foreign objects at the parking area and in front of the building.
- Reception Duty: Assisting visitors upon their arrival at the building in an effective, kind and professional manner and registering their names and directing them to the relevant departments. ***Knowledge of English language for the Supervisor is essential.***

- Security Officers shall perform their duties at the ground floor, in the front of the building, at the parking area and at other places at the sides of the building as shall be notified by the Facilities Department.

- Security officers shall immediately get acquainted with the staff working at the building and other people shall be regarded as customers and visitors.

- Security officers shall be provided with the list of names of the staff and their car plate numbers so that they can control the entries to the building and those to the parking lot accordingly.

- Security officers shall not be overly familiar, and act in an informal way with the staff, customers and visitors for any reason whatsoever.

- The Housekeeping firm's personnel come to the building before/after the working hours. Each and every cleaning personnel has been issued with an entrance card drawn up in their names. It will be the duty of security services to monitor the attendance of housekeeping staff and allow entries to only bonafide personnel's.

- For the performance of the security services herein, the guards will be given keys (cards) to the offices/main and rear entrance gates of the building. In such case, the Contractor shall issue a written receipt to the guards indicating that the key/cards have been handed over. All the floors shall be checked after 2000 hrs and lights not in use shall be switched off and running taps shall be turned off.

- Security officers shall in no case allow entry into the building of such persons as salesmen, beggars, peddlers, etc.

- In case of emergency (fire, theft, sabotage, attack, bombing alert, flood, etc.), security officers shall first attend the case, ensure maintenance of proof and evidence of crime, and shall immediately notify the Fire Department, Police Department and Facilities team.

- Security officers shall not allow any unauthorized parking in front of the GIZ building; and they will remain vigilant at all times.

- Security company should support GIZ office with a variety of other functions pertaining to the implementation of Security guidelines and plan related to govt. advisories, intelligence information etc.

General requirements

- Security services shall be performed on 7 days per week 24-hour basis at the GIZ Office.

- The officers shall be properly trained and licensed, in accordance with local law, to perform security services, including but not limited to, the carrying of firearms.

- The security personnel deployed by the contractor should be smart, intelligent, clean shaven and with good bearings and the responsibility of their discipline will be that of Contractor. They will always wear proper uniform while on duty, with name badge and ID card. ***The cost of Uniform, name badge and ID card will be borne by the contractor.***

- The names of the guards shall be given to appropriate authorities for verification purposes well in advance of assignment to perform services under this Contract

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- It is expected that at least one of the security officers of the each shift would speak English and also serve as a receptionist thus being able to properly transfer calls and register visitors in case of emergency requirement/weekends/holidays.

- The Contractor shall be fully responsible for all work and services performed by its security guards, and shall for this purpose employ qualified, competent and well-trained guards to perform the services under the Contract.

- The Contractor shall take all reasonable measures to ensure that the Contractor's personnel conform to the highest standards of moral and ethical conduct. GIZ may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor assigned to perform work or services under this Contract. The Contractor shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by GIZ for withdrawal or replacement of the Contractor's personnel shall not be deemed a termination of this Contract.

- GIZ shall not be liable for any action, omission, negligence or misconduct of the Contractor's employees, agents, servants, or subcontractors nor for any insurance coverage which may be necessary or desirable for the purpose of this Contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the Contractor's employees, agents, servants, or subcontractors performing work or services in connection with this Contract.

Statutory and other requirements

1. The security company shall ensure that all the personnel are covered under minimum wages act and other benefits as are admissible under various Labour Laws as applicable. The contractor shall provide full information, in respect of the wages etc paid to the employee so deployed in conformity with the provisions of the Contract Labour (Regulations and Abolition) Act 1970 and Rules 1971.

2. The security company should have independent EPF No. allotted by the RPF Officer. The contractor will take necessary action at his level as per the Employees Provident Funds and Miscellaneous Provisions Act 1952 amended from time to time and will furnish the EPF No. and proof of deposit of the EPF contributions in respect of all the employees directly or indirectly engaged by him relating to services to be provided, Further, in case of any default or liability, which may arise to the GIZ Office on this account, GIZ will be at liberty to deduct such amounts from the contractor’s payments or any dues.

3. The security company must have either registered Gratuity Trust or have membership in Govt. Linked Gratuity scheme ie LIC.

4. The security company should have standard code of conduct (internal) and robust HR policies. Internal Rules and Regulation and HR practices is required to be shared at the time of submission of all documents.

5. The security company shall ensure to transfer the wages of all personnel through bank transfer thus avoiding any kind of cash disbursement. The company shall be responsible for opening of Bank Account of respective outsourced personnel.

6. The security company shall prepared the requisite attendance in excel sheet for approval purpose. The monthly invoice shall attached attendance sheet, payment transfer sheet (bank statement) along with all necessary challans such as ESI/PF/Service tax.

Eligibility Conditions for bidding

Any Individual, Sole Proprietorship Firm, Partnership Firm, Public Limited Company, Private Limited Company having a registered office in Delhi/NCR region of India can bid in this tender subject to the satisfaction of below mentioned eligibility criteria in terms of organization capacity and experience-

- Must have more than 5 years of experience in related field (security and allied services) and providing such services to minimum of 10 companies- (Medium or Large organization)
- Must have minimum average annual turnover of INR 50 crores and above for last 3 financial years.
- Must be registered with all statutory authorities such as PF/ESIC/Service Tax mandatory for security services
- Must possess valid PSARA and labour license, as per statutory norm issues by Regional Labour Commissioner (central)

Additional weightage will be given to those organizations having

- ISO 9001:2000 certifications
- Accreditation/certificate of excellence in fire safety and evacuation processes.

SUBMISSION OF DOCUMENTS IN TENDER

All interested parties willing to participate in the tender process must submit the following documents.

- Copies of all statutory registrations including PSARA and certificate of incorporation
- Copies of financial solvency for last 3 years
- Complete client list (handled in past 3 years)

- Reference letter from 5 major clients currently being handled. The reference letter should be in company letterhead and must be signed/acknowledged by MD/ HOD or Senior Management personnel.
- Any additional certification in respect of ISO certifications, fire or safety accreditations etc.
- Organizational chart and CV's of top managements

Additionally all interested parties must submit below mentioned **technical information** which should clearly demonstrate the expertise in the field of security services. Technical information must be elaborate the following points and can be supported through company existing SOP's or internal policies. All information shared in the technical information will be kept strictly confidential

(A) **Expertise in the field of Fire safety trainings and adapting to new security techniques** – Interested parties must submit the documentary evidence highlighting-

- *The expertise and experience in the field of fire safety trainings, evacuation drills conducted and security audits.* (Parties should clearly define the existing SOP related to fire safety and security audits, number of fire safety training/drills conducted during last 2 years and any support provided to clients in order to established robust security measures and system)

- *Security measures and Quick Reaction Team* (parties should clearly define the existing security measures in case of emergencies, role of quick reaction team in case of accidents, network support while handling emergencies or supporting in some big events)

(B) **Operational Methodology-** Interested parties must submit the documentary evidence/SOP's highlighting-

- *Hiring and selection process of security guards* (Parties should clearly define the process of CV screening, modes of obtaining CV's of potential candidates, interview process, documentations and police verification process, preparing an employment file and training/orientations provided to security personnel after selection)

- *Operational and monitoring techniques* (Parties should define the backup system and monitoring techniques of posted security personnel in any of client sites, role of area managers or branch heads, process of disciplinary actions and any code of conducts)

(C) **Internal Process** Interested parties must submit the documentary evidence highlighting-

- *Social benefits* (Parties should mentioned the existing social benefits with in the organizations which are facilitated to security personnel in a form of medical/hospitalization polices, personal accident coverage, token of appreciation, festival gifts, superannuation plan or loan facilities which are over and above the mandatory statutory provisions)

- *Payroll and accounting processes* (Parties should mentioned the existing wage disbursement process, details of any accounting software if currently using and process of statutory challans preparation/submission)

pPERIOD OF CONTRACT

The successful Proposer will be required to sign a contract with the GIZ to perform outsourcing services specified under this Terms of Reference and agreeing to clearly identified service levels. The contract will be an initially for two (2) year ,(with applicable termination clause) with the option to extend the contract for a further two year subject to satisfactory performance and fulfillment of statutory obligations.