बिड संख्या/Bid Number: GEM/2026/B/8230943
दिनांक /Dated: 02-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-11-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-11-2026 11:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	150 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Gujarat
विभाग का नाम/Department Name	Education Department Gujarat
संगठन का नाम/Organisation Name	University Library Veer Narmad South Gujarat University
कार्यालय का नाम/Office Name	Estate
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.vnsgu.gj@gembuyer.in Buyer Email id: mmpatel@vnsgu.ac.in
वस्तु श्रेणी /Item Category	Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard , Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Security Supervisor
अनुबंध अवधि /Contract Period	1 Year(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	320 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes | Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	3 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	16000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	480000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Registrar
Veer Narmad South Gujarat University, SURAT
(Registrar)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder

shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs from the State of Bid Inviting Authority having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry/ State of Bid Inviting Authority. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017 and its subsequent Orders/Notifications issued by concerned Ministry. Benefits of MSE will be allowed only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

10. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

i. If number of technically qualified bidders are only 2 or 3.
ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.

iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope Of Work For the Service:1793623724.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
06-11-2026 16:00:00	Purchase Cell, Veer Narmad South Gujarat University, Surat. (online link : VNSGU Purchase Cell General Meeting Link https://meet.google.com/gbx-krwp-czt) Contact No. 0261-2203042

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard (76)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Unarmed Security Guard
Category of Skills	Unskilled
Gender	No Preference
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional
Age Limit	Up to 65 years
Years of Experience	0 – 3 years
Additional Requirements for the Security Personnel	AS PER ATC
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	76	• Tenure/ Duration of Employment (in months) : 12 • Basic Pay (Minimum daily wage) : 524.5 • Provident Fund (INR per day) : 62.94 • EDLI (INR per day) : 2.62 • ESI (INR per day) : 17.05 • EPF Admin charge (INR per day) : 2.62 • Bonus (INR per day) : 43.69 • Optional Allowance 1 (in Rupees) : 0 • Optional Allowance 2 (in Rupees) : 0 • Optional Allowance 3 (in Rupees) : 0 • Number of working days in a month : 30

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Security Supervisor (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Security Supervisor
Category of Skills	Unskilled
Gender	Male
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional

विवरण/ Specification	मूल्य/ Values
Age Limit	Up to 65 years
Years of Experience	0 – 3 years
Additional Requirements for the Security Personnel	AS PER ATC
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	3	• Tenure/ Duration of Employment (in months) : 12 • Basic Pay (Minimum daily wage) : 524.5 • Provident Fund (INR per day) : 62.94 • EDLI (INR per day) : 2.62 • ESI (INR per day) : 17.05 • EPF Admin charge (INR per day) : 2.62 • Bonus (INR per day) : 43.69 • Optional Allowance 1 (in Rupees) : 0 • Optional Allowance 2 (in Rupees) : 0 • Optional Allowance 3 (in Rupees) : 0 • Number of working days in a month : 30

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

   OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. **Generic**

   Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Buyer Added Bid Specific Scope Of Work(SOW)**

   File Attachment Click here to view the file.

4. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

5. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. **Service & Support**

   Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

Security Manpower Service

VEER NARMAD SOUTH GUJARAT UNIVERSITY

Udhna Magdalla Road Surat, Gujarat 395007, www.vnsgu.ac.in

Part A – Scope of Work

1. Objective

Veer Narmad South Gujarat University (VNSGU), Surat intends to engage a qualified and licensed **Security Manpower Agency** through the Government e-Marketplace (GeM) for providing **24×7 physical security services** across all University establishments. The selected agency shall deploy trained, verified, and uniformed security personnel to ensure the safety of life and protection of University property, records and infrastructure. Services must comply with statutory and regulatory requirements including PSARA (2005) and applicable Gujarat rules.

2. Service Coverage

The agency shall provide security coverage for: main administrative and academic buildings, libraries and laboratories, hostels, examination sections, guest houses and staff quarters, sports and cultural facilities, parking and gates, all off-campus locations notified by the University during the contract, and any other property belonging to VNSGU.

3. Deployment of Personnel

Category	Approx. No.*	Qualification	Preferred Background	Age Limit (As per GEM)
Security Guards (Unarmed)	Male : 69	As per GeM	Ex-servicemen preferred	≤ 18 to 65 yrs
Security Guards (Unarmed)	Female: 07 Total: 76			≤ 18 to 55 yrs
Security Supervisors	03	As per GeM	Ex-servicemen with supervisory exp.	≤ 18 to 65 yrs

*Numbers are indicative and may be increased / decreased by the University as required.

4. Duty Schedule & Attendance

- Service to operate **24×7** in **three shifts of 8 hours**.
- The person will be allowed **officially on duty for 8 hours only**. There will be **no provision for overtime**.
- Personnel shall report **15 minutes before shift start** for handover.
- Attendance must be recorded by **biometric** systems at each post; these records are the official attendance evidence.
- In case of where biometric systems is not functioning than only the university will provide the alternate system.

- No post shall remain unmanned; immediate replacement is required for absences.

SHIFT (8 hours)	SECURITY GUARDS (Male)	SECURITY GUARDS (Female)	SECURITY SUPERVISOR
1ST SHIFT (Time : 7.00 AM to 3.00 PM)	27	04	01
2ND SHIFT (Time : 3.00 PM to 11.00 PM)	21	02	01
3RD SHIFT (Time : 11.00 PM to 7.00 AM)	21	01	01
TOTAL	**69**	**07**	**03**

Note: Above numbers in each Shift are indicative may varies depending on requirement

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5. Duties & Responsibilities

A. Security Guards

- Control and register entry/exit of staff, students, visitors, and vehicles.
- Maintain visitor and material movement registers.
- Conduct regular patrols of assigned areas to prevent theft, vandalism, encroachment and unauthorised entry.
- Monitor CCTV feeds (where provided) and report suspicious activity.
- Respond to alarms and assist in crowd control and events.
- Report suspicious persons or activities promptly to Supervisors and University Security Officer.

B. Supervisors

- Oversee deployment, discipline and timely replacement of guards.
- Maintain shift rosters, attendance records, incident reports and handover notes.
- Coordinate with University authorities and submit daily deployment and incident summaries.
- Conduct routine inspections and spot checks.

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6. Immediate Incident Response & Crime-Scene Protocol (Theft / Criminal Incidents)

On detection or report of any criminal activity (theft, burglary, break-in, vandalism, suspected collusion, or similar):

1. **Secure the Scene:** Immediately cordon and secure the scene to preserve evidence and prevent tampering. Do not move or alter items except to save life or prevent further harm — any such action must be recorded with reasons and time.

2. **Immediate Notification:** Notify the University Security Officer and on-duty Supervisor **within 15 minutes** of detection; inform the Registrar and head of the concern department as appropriate at the earliest opportunity.

3. **Police & Emergency Services:** Promptly inform and assist the local police and other emergency services. Facilitate lawful investigation and do not obstruct authorised personnel.
4. **Preserve Evidence & Records:** Preserve all physical and digital evidence. Maintain and make available: biometric attendance logs, access control logs, patrol logs, radio/communication logs, and witness details.
5. **CCTV & Electronic Logs:** Since the CCTV system is operated by the University, the security personnel shall promptly communicate any incident observed, along with the corresponding CCTV camera location (spot), date, and time, to the University CCTV operator. The CCTV operator shall then identify and secure the relevant footage and electronic logs to ensure that they are not overwritten or deleted and remain accessible to the University and investigating authorities.
6. **Immediate Written Reporting:** Provide a preliminary notification to the University Control Room **within 4 hours**, and a detailed written incident report **within 24 hours** containing chronology, names and badge numbers of personnel on duty, attendance records, witness statements, photographic evidence (if any), and action taken.
7. **First Response Assistance:** Provide first aid, crowd control and assistance as required; arrange ambulance or other emergency services where necessary.
8. **Suspension & Replacement:** Any staff reasonably suspected of involvement shall be removed from duty and suspended pending investigation (with wages for days worked). The agency shall provide replacement staff immediately as directed by the University.
9. **Cooperation & Custody:** Fully cooperate with University authorities and law enforcement; produce personnel, documents, and electronic data on request. Maintain chain-of-custody documentation for any handover to investigating agencies.

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7. Fire & Property-Damage Response Protocol

This protocol covers fire, explosion, major electrical fault, gas leak, or other incidents that threaten life or property.

1. **Immediate Actions:** On detecting fire or alarm, raise alarm, attempt basic firefighting with portable equipment **only if safe**, and initiate evacuation. Do not attempt high-risk rescues; priority is life safety.
2. **Cut-off & Isolation:** If trained and safe to do so, isolate fuel, electricity or gas supply in affected area to limit escalation.

3. **Notification & Escalation:** Immediately notify local Fire & Emergency Services and the University Control Room. Inform University Security Officer and Registrar without delay (phone call) and confirm by SMS/email.
4. **Evacuation & Muster:** Execute evacuation procedures, move occupants to assembly points, and account for all persons. Report missing persons to emergency responders immediately.
5. **Support to Fire Authorities:** Facilitate access for Fire Services (keys, hydrant points, building plans). Do not hand over items except to authorised fire or police officers; record all handovers.
6. **Reporting Timelines:** Verbal notification — **immediately**; preliminary written notification — **within 4 hours**; detailed written report with chronology, photos, attendance logs, damage assessment and mitigation steps — **within 24 hours**.
7. **Suspension & Replacement:** Staff whose gross negligence or willful act contributed to the incident shall be suspended pending investigation; replacement staff to be provided without delay.
8. **Mitigation & Insurance Assistance:** Assist in immediate mitigation (temporary safeguards) as directed. Cooperate with University and insurers in lodging claims and provide required documents and records.
9. **Training & Drills:** Agency personnel must be trained in use of portable firefighting equipment, evacuation and first aid. Participate in University drills; conduct internal refresher training at least once every six months.
10. **Equipment Maintenance:** Ensure availability and basic functionality of portable firefighting equipment at designated posts; maintain service records and make them available to University on demand.

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8. Control, Supervision & Communication

- Agency to designate a **Supervisor-in-Charge** as the single point of contact for the University.
- Maintain a **24×7 control room** / helpline for incident reporting and coordination.
- Ensure **walkie-talkie / mobile connectivity** at all posts and keep communication logs.
- Report major incidents immediately to University control and follow up with written reports.

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9. Training, Conduct & Competency

- All personnel must be **PSARA-trained**, medically fit and police-verified.
- Induction training on campus protocols, incident response, fire safety and reporting is mandatory before deployment.
- Refresher training at least **once every six months** at no additional cost.

- Supervisors must hold certificates for firefighting/first aid as applicable.

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10. Confidentiality & Integrity

- Agency and personnel must maintain strict confidentiality of University information and activities.
- Any disclosure of sensitive information shall be reported immediately to the University and shall be dealt with under the SLA and other contractual provisions.

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11. Replacement & Continuity

- No guard shall be withdrawn without prior University approval.
- Immediate replacement is required for absence, illness or suspension to maintain continuity.

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12. Documentation & Deliverables

Agency shall maintain and provide on demand:

- Biometric attendance logs; deployment registers; daily incident and patrol logs; visitor and material movement registers; CCTV footage references; police verification and medical fitness certificates; training records; equipment issue and maintenance registers; and detailed incident/fire reports as specified.

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13. Duration of Contract

The contract shall be for **one (1) year** from date of commencement and may be extended subject to satisfactory performance and mutual agreement.

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14. Safety and Conduct

1. Workers shall maintain courteous behavior and not indulge in any misconduct or unsafe practice.
2. Smoking, tobacco, alcohol, or drugs are **strictly prohibited** on campus.
3. Contractor shall ensure all electrical and water connections used for cleaning are handled safely.
4. Any damage to University property caused by contractor’s personnel shall be repaired or compensated immediately.
5. Workers shall not come with pets.

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15. Exclusions

1. The University will provide access to premises and basic utilities (electricity, drinking water) at posts. All other manpower, equipment, consumables and logistics shall be the contractor’s responsibility.

Part B – Service Level Agreement (SLA)

Section A – Applicability of GeM Service Level Agreement

1. This engagement shall be governed by the **General Terms and Conditions (GTC)** and the **Category-specific Service Level Agreement (SLA)** for *Security Manpower Services* published on the **Government e-Marketplace (GeM)** portal.
2. All provisions of the GeM SLA regarding service quality, statutory compliance, payment processes, performance security, and termination shall apply unless specifically modified in the University-specific clauses below.
3. In case of conflict between the GeM SLA and the VNSGU-specific conditions, the latter shall prevail to the extent of the University's operational requirements, subject to overall GeM rules.

Section B – VNSGU-Specific Service Level Conditions

1. Performance and Monitoring Parameters

- **Deployment Compliance:** 100 % coverage of approved posts at all times; no post shall remain unmanned.
- **Attendance Reporting:** Real-time biometric attendance to be uploaded daily to the University control room.
- **Uniform & ID:** Every deployed person must wear approved uniform and carry identity card during duty hours.
- **Supervision:** Daily inspection by agency supervisor and weekly joint inspection by University Security Officer.
- **Reporting:** Daily deployment sheet and weekly summary to be submitted by email.

2. Incident Reporting and Investigation

- **Immediate Notification:** Any criminal, theft, fire, or property-damage incident shall be reported verbally to the University control room **immediately**, with a preliminary written report within **4 hours** and a detailed report within **24 hours**.
- **Contents of Report:** chronology, personnel on duty, attendance records, CCTV references date, time & places, witness statements, actions taken, photos, and damage assessment.
- **Co-operation with Investigation:** The Agency shall make available all staff, logs, mobile photos/videos and any other electronics evidence / documents requested by the University, police, fire, insurance or audit authorities within **24 hours**.

3. Fire and Emergency Management

- **Training & Drills:** All personnel must be trained in use of extinguishers, evacuation and first aid. Participation in University and Fire Department drills is mandatory.

- **Equipment Readiness:** The agency shall maintain portable extinguishers and safety gear at designated posts; records of inspection to be kept monthly.
- **Response Standard:** First response (alarm, isolation, evacuation) within **2 minutes** of detection; external emergency services call within **5 minutes**.
- **Reporting Timelines:** Verbal report immediately; written report **within 4 hours**; detailed report within **24 hours.**

4. Statutory Compliance Requirements

The Agency shall:

- Maintain valid PSARA licence, EPF, ESI, GST and labour-law compliance throughout the contract.
- Deposit statutory contributions (EPF/ESI) on time and submit monthly challans to the University.
- Ensure all personnel are police-verified, medically fit and covered under insurance.
- Comply with minimum wage notifications of the Government of Gujarat and any revision during the contract period.
- Maintain an updated register of deployed manpower with verified credentials, made available for inspection.

5. Support and Communication

- Maintain a 24 × 7 **control room** with phone/email for coordination.
- Nominate a **Resident Supervisor/Officer** as official liaison with the University.
- Submit monthly performance and incident summary reports.
- Attend review meetings as scheduled by the Registrar or Security Officer.

6. Penalties for Non-Compliance

The Security Service Provider shall be responsible for all penalties arising from non-compliance with contract terms as outlined below. It is expressly agreed that **no penalties or fines shall be deducted or recovered from the wages, salaries, or benefits of the security guards or deployed personnel** under any circumstances. All penalties shall be borne solely by the Security Service Provider.

Nature of Default	**Penalty (per incident or day)**
Post unmanned / late reporting	₹ 1 000 per post per shift
Absence of Security Guards and Supervisor / improper documentation	₹ 1 000 per shift
Failure to report incident / late report	₹ 5 000 per incident
Tampering of CCTV or logs	₹ 10 000 per incident
Proven negligence causing theft / loss / damage	Recovery of actual loss + ₹ 50 000 administrative penalty
Proven collusion / criminal complicity	Termination + forfeiture of Performance Security + blacklisting for 5 years

Note: Penalties are cumulative and without prejudice to recovery of actual losses or initiation of civil/criminal proceedings.

7. Fire or Property-Damage Incidents

- If a fire or property-damage incident occurs, the University may conduct or commission an investigation.
- Where negligence or dereliction by the Agency is established, the University may:
    1. Recover actual repair/replacement costs;
    2. Impose an administrative penalty of **₹ 50,000** per incident;
    3. For gross negligence or collusion, terminate the contract, forfeit Performance Security, and blacklist the Agency for minimum **5 years**;
    4. Require the Agency to bear costs of third-party forensic or safety audits.
- The Agency shall not be absolved of liability because University insurance covers part of the loss.

8. Audit and Inspection Rights

The University, or any authorised Government or audit agency, may inspect attendance records, wages, EPF/ESI contributions, and other compliance documents at any time. The Agency shall provide originals within **3 working days** of request. Surprise checks may be conducted without notice.

9. Performance Review and Termination

- Quarterly performance review based on attendance, response times, incident records, and compliance.
- If cumulative penalties in any quarter exceed **10 % of monthly bill**, University may issue warning; repeated default allows termination with **30-day notice**.
- University reserves right to terminate immediately in case of criminal incident, gross negligence, or misrepresentation.

10. Execution of Formal Agreement

After award and completion of GeM formalities, the successful bidder shall execute a **Service Agreement** on **non-judicial stamp paper** of appropriate value as per the *Gujarat Stamp (Amendment) Act, 2025*. All expenses for stamp duty and execution are to be borne by the Agency. Failure to execute such agreement within specified time may lead to forfeiture of Performance Security and cancellation of award.

Section C – General Terms and Governance Clauses

1. Force Majeure

Neither party shall be liable for failure to perform obligations due to acts of God, war, riot, flood, epidemic, or other circumstances beyond reasonable control, provided prompt written notice is given to the other party.

2. Indemnification

The Agency shall indemnify and hold harmless the University, its employees and officers against all losses, claims, damages, or liabilities arising from acts of omission, negligence, or misconduct of the Agency or its personnel.

3. Insurance and Liability

The Agency shall maintain at all times during the contract:

- **Group Personal Accident Insurance** for all deployed staff; and
- **Third-Party Liability Insurance** of not less than **₹ 50 lakh** per annum. Proof of valid insurance must be submitted annually or whenever renewed.

4. Confidentiality

The Agency and its employees shall maintain confidentiality of all University information. Any breach shall be treated as misconduct leading to termination and legal action.

5. Governing Law and Jurisdiction

This contract shall be governed by the laws of India and subject to jurisdiction of courts at **Surat, Gujarat**.

6. Execution of Agreement on Stamp Paper

After issuance of Work Order and GeM acceptance, the successful bidder shall, if required by the University, execute a formal agreement on **non-judicial stamp paper** of appropriate value as per *Gujarat Stamp (Amendment) Act, 2025*. Cost of stamp paper and related expenses shall be borne by the Agency.

7. Audit and Inspection Rights

The University or authorised Government auditors may inspect records and premises without prior notice. The Agency shall extend full cooperation and provide access to personnel and documents.

8. Vicarious Liability

In providing security services, it is critical to recognize the doctrine of vicarious liability (respondeat superior), which holds that an employer—here, the security service provider—is legally responsible for the actions of its employees carried out within the scope of their employment.

- **Employer Accountability:** The security service provider is legally responsible for the actions and misconduct of its employees performed within the scope of their duties.
- **Scope of Employment:** Liability applies only to acts carried out by employees while performing tasks authorized by their employer or closely related to their job functions.
- **Control and Supervision:** The employer is expected to maintain control and proper supervision over employees to prevent wrongful acts and ensure compliance with policies and laws.
- **Risk Allocation:** Vicarious liability shifts the risk of employee misconduct from the university to the security service provider, ensuring the university is protected from direct legal exposure.
- **Preventive Responsibility:** By accepting vicarious liability, the provider is incentivized to enforce thorough training, ethical conduct, and strict oversight to minimize the occurrence of wrongful acts.

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9. Statutory Compliance and Principal Employer Protection

1. **Primary Responsibility of the Contractor :** The Contractor shall be the *employer* of all personnel deployed under this contract and shall be solely responsible for payment of wages and all statutory dues including, but not limited to, Minimum Wages, EPF, ESI, Bonus, Leave, Insurance, Professional Tax, Labour Welfare Fund, and any other applicable statutory liabilities as per the laws in force.
2. **Compliance Documentation:** The Contractor shall submit the following documents every month along with the invoice for verification by the University:
    - (a) Copy of the Wage Register / Bank Transfer Statement showing actual disbursement to all deployed staff.
    - (b) EPF ECR and Challan for the relevant wage month.
    - (c) ESI Contribution Challan and employee listing.
    - (d) Proof of Bonus payment (pro-rata if applicable).
    - (e) Insurance Policy and proof of renewal / premium payment. Payment shall be released only after verification of these documents.
3. **Liability on Default:** In case the Contractor fails to discharge any statutory liability or obligation, the University (as the Principal Employer) shall have the right to recover the amount of such statutory dues (including any interest / penalty, if imposed by statutory authorities) from the running or final bills, or from the Security Deposit (ePBG) of the Contractor, without prejudice to any other legal remedy available under law.

4. **Joint and Several Liability (Legal Provision):** It is expressly understood that under Section 21(4) of the CLRA Act, 1970, and corresponding provisions under the EPF and ESI Acts, the Principal Employer may be held jointly and severally liable for default of the Contractor.
   To safeguard the University, the Contractor shall fully indemnify and hold harmless Veer Narmad South Gujarat University, its officers, and representatives from any liability, loss, claim, or proceeding arising due to non-compliance or short-compliance of labour, tax, or statutory laws.
5. **Right of Verification and Termination:** The University reserves the right to verify statutory compliance through independent audit or labour-department inspection at any time. Persistent default, submission of falsified records, or non-submission of proof within the stipulated time shall constitute a material / service breach of the contract and may lead to forfeiture of Security Deposit (ePBG) and immediate termination of the contract, in addition to blacklisting.
6. **Continuing Obligation:** These statutory responsibilities shall continue to bind the Contractor even after completion or termination of the contract until full settlement of all dues to the deployed employees and statutory authorities.

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10. Dispute Resolution

Any dispute arising out of interpretation or implementation shall first be settled amicably through negotiation between Registrar (VNSGU) and the Agency's authorised representative. If unresolved within 30 days, the dispute shall be referred to arbitration under the **Arbitration and Conciliation Act 1996 (as amended)**, with venue at Surat and language English. The award of the Arbitrator shall be final and binding.

Part C – Payment Terms

1. Billing and Invoice Submission

1.1 The Agency shall raise a monthly tax invoice through the GeM portal for services rendered in the preceding month.

1.2 Each invoice shall be supported by the following documents:

- Biometric attendance.
- Deployment sheet and duty rosters.
- Wage register and proof of EPF / ESI deposit for the month.
- Copy of statutory challans (EPF, ESI, GST).
- Incident and performance report for the month.

1.3 Invoices submitted without complete documentation shall be returned for correction and will not be considered for payment processing until rectified.

2. Verification and Certification

2.1 The University Security Officer shall verify attendance and deployment records **within five (5) working days** of submission of invoice.

2.2 The Registrar / Accounts Department shall process the verified invoice for payment through the GeM system after deducting penalties (if any).

2.3 The University reserves the right to verify EPF/ESI payments and bank transfer records of guards before releasing payment.

3. Time Frame for Release of Payment

3.1 After acceptance of verified bills and all compliance documents, the University shall endeavour to process and release payment through the GeM system **within a reasonable period, normally between 30 to 90 days**, subject to fund availability and completion of necessary approvals.

3.2 The vendor **shall not claim interest, compensation, or initiate any dispute** for any delay in payment arising from procedural or fund-flow constraints within the University system.

4. Deductions and Adjustments

4.1 Statutory deductions such as TDS under Income-Tax Act and GST provisions shall be made as applicable.

4.2 Penalties imposed under Part B (SLA) or recoveries for verified short-deployment shall be deducted from the monthly invoice.

4.3 The University may adjust over-payments or recoverable amounts from any subsequent bill or from the Performance Security.

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5. Payment Withholding and Recovery in Case of Incidents

5.1 In case of any criminal incident, theft, fire, or property damage reported on campus, the University may **withhold payments partially or in full** pending investigation.

5.2 If investigation establishes negligence, dereliction of duty, or collusion on the part of the Agency or its personnel, the University may recover the actual loss, repair costs, insurance deductibles, and penalties from pending or future payments and / or the Performance Security.

5.3 No interest or compensation shall be payable for withheld amounts during such investigation period.

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6. Performance Security and Penalty Adjustment

6.1 The Performance Security (typically 3–5 % of contract value as per GeM GTC) shall remain valid for the entire contract period plus 60 days.

6.2 Any penalty, liquidated damage or loss recoverable from the Agency may be deducted partly or fully from the Performance Security at the University's discretion.

6.3 In case of termination for default, the Performance Security shall be forfeited in full.

6.4 Balance Performance Security shall be released only after satisfactory completion of the contract and settlement of all dues.

6.5 Electronic Performance Bank Guarantee (ePBG) equal to 5% (five percent) of the order value, valid for 14 (fourteen) Months, through the advisory bank State Bank of India, as per the ePBG detail published in the GeM BID.

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7. Bill/Invoice Upload on GeM Portal

As per the guidelines of the Government e-Marketplace (GeM), it is **mandatory for the successful bidder/supplier to upload the Bill/Invoice on the GeM Portal** after supply of goods/services.

- The uploaded Bill/Invoice must match the supply details and Purchase Order/Contract issued on GeM.
- Payment processing will be initiated only after successful upload of the Bill/Invoice on the GeM portal.
- Failure to upload the Bill/Invoice as per GeM rules shall be treated as **non-compliance** and may attract action as per the terms and conditions of the contract and GeM policies.

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8. Revision in Statutory Wages

8.1 If the Government of Gujarat revises minimum wages during the contract period, the Agency shall promptly implement such revisions and submit supporting notifications and revised EPF/ESI calculations.

8.2 The University shall consider proportionate increase in payment only after receipt of revised Government notification and verification of actual disbursement to guards.

8.3 Non-implementation of statutory wage revisions shall be treated as a major breach of contract.

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9. Taxes and Duties

The Agency shall be responsible for payment of all applicable taxes, duties, levies, and charges under central / State laws arising from execution of the contract. University shall not be liable for any non-compliance thereof.

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10. Billing Currency and Mode of Payment

All payments shall be made in Indian Rupees (₹) through the **GeM payment gateway / NEFT transfer** to the Agency's registered bank account only after system-based acceptance of bills on GeM.

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11. No Claim for Interest or Compensation

The Agency expressly agrees that no interest or compensation whatsoever shall be claimed for any delay in payment due to procedural, fund-flow, or administrative reasons within the University system. Such delay shall not constitute breach of contract.

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12. Final Settlement

Final bill shall be submitted within 30 days of contract completion. Payment of final bill and release of Performance Security shall be subject to clearance of all statutory obligations, submission of "no dues" certificate, and satisfactory completion report by the University Security Officer.

Part D – Minimum Eligibility Criteria

A. Applicability

Eligibility of bidders shall be determined in accordance with the **General Financial Rules (GFR 2017)**, the **GeM General Terms & Conditions (GTC)**, the **Service Category – Security Manpower Services**, and the **Gujarat State Procurement Policy 2024**, along with the University-specific provisions below.

Only bidders fulfilling the **mandatory eligibility criteria** and uploading valid documentary evidence on GeM shall be considered for technical evaluation.

B. Mandatory Eligibility Conditions

1. **Legal Status of Bidder**
   - The bidder must be a legally registered entity in India – Company, LLP, or Partnership Firm.
   - **In case of Sole Proprietorships -** A sole proprietorship does not have a certificate of incorporation because the business and the owner are legally the same person. In this case, You must upload a Notarized Declaration/Affidavit of Sole Proprietorship along with alternative proofs like Udyam Registration or a Shop & Establishment
     Document: Certificate of Incorporation / LLP Registration / Partnership Deed.

2. **PSARA Licence**
   - The bidder must possess a valid **Private Security Agencies (Regulation) Act (PSARA)** licence issued by the **Government of Gujarat**, authorising operations within Surat district.
     Document: Copy of valid PSARA Licence.

3. **Statutory Registrations**
   - The bidder must hold active registrations under **EPF**, **ESI**, **GST**, **PAN**, and, where applicable, valid **Labour Licence** and **Shops & Establishment (Gujarat)** registration.
     Document: Copies of certificates and latest returns / challans.

4. **Financial Turnover**
   - The bidder should have an average annual turnover of **₹2.5 crore** during the last three financial years (FY 2022–23, 2023–24, 2024–25), duly certified by a Chartered Accountant.
     Document: CA Certificate and Audited Balance Sheets.

Exemption: MSMEs and Startups registered under valid **Udyam** or **DPIIT** registration are **exempted** from this turnover requirement as per **GPP 2024** and **DoE OM dated 20.09.2016**.

5. **Past Experience in Similar Services**
   - The bidder must have successfully completed similar *Security Manpower Service* contracts during the last three financial years satisfying **any one** of the following conditions:
     • One completed service of value not less than **80 %** of the estimated bid value, or
     • Two completed services each of value not less than **50 %**, or

• Three completed services each of value not less than **40 %** of the estimated bid value.
- Executed for Government Departments, PSUs, Autonomous Bodies, Universities, or large Private Organisations of comparable scale.
  Document: Work Orders and Completion / Performance Certificates.

Exemption: MSMEs and Startups are **exempted** from this past-experience requirement under GPP 2024, provided technical capability and resource readiness are demonstrated.

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6. **Bank Solvency**
   - The bidder shall submit a **bank solvency certificate** of at least **₹2 crore**, issued by a scheduled or nationalised bank or any bank mentioned in the letter (GR. No.: FD/MSM/e-file/4/2025/2712/D.M.O. Date: 01/04/2026) within the past 12 months.
     Document: Original / scanned copy of solvency certificate.

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7. **Manpower Strength**
   - The bidder must have at least **100 security personnel presently on payroll**, registered under EPF / ESI, ensuring adequate deployment and backup capacity.
     Document: Latest EPF / ESI return or employee list certified by CA / PF authority.

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8. **Personnel Standards and Verification**
   - All deployed personnel must be Indian citizens, medically fit, police-verified, and trained as per PSARA norms.
   - Ex-servicemen shall be preferred for supervisory positions; female guards shall be provided where required (e.g., hostels).
     Document: Undertaking with sample verification and medical fitness certificates.

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9. **Training & Skill Certification**
   - All deployed staff must have undergone **PSARA-prescribed training** through a recognised training centre (owned or affiliated).
   - The agency shall conduct refresher and fire-safety training every six months.
     Document: Copy of PSARA Licence and declaration / proof of affiliation with recognised training centre.

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10. **Insurance Coverage**

- The agency must maintain valid **Group Personal Accident Insurance** and **Third-Party Liability Insurance** covering all deployed personnel, with a minimum liability cover of **₹ 50 lakh** per annum.
  Document: Copy of current insurance policy and premium receipt.

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11. **Integrity & Legal Standing**

- The bidder must not be blacklisted or debarred by any Government Department, PSU, or University and must have no criminal proceedings pending against it or its directors.
  Document: Notarised declaration of non-blacklisting.

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12. **Compliance with Central Orders**
- The bidder must comply with Government of India's **OM dated 23 July 2020** (restrictions on bidders from land-border countries) and the **Public Procurement Preference for Make in India Order**.
  Document: Self-declaration on company letterhead.

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13. **Execution of Agreement**
- The successful bidder shall execute a **formal Service Agreement** with the University on **non-judicial stamp paper** of appropriate value as per the *Gujarat Stamp (Amendment) Act, 2025*.
  Document: Undertaking accepting this condition.

---

14. **Site Familiarity Declaration**
- The bidder must visit the University campus before submission and confirm understanding of deployment conditions and site layout.
  Document: Signed declaration on letterhead.

---

15. **Class of Supplier Preference**
- Preference shall be given to **Class I Local Suppliers** with at least **50 % local content** as per Gujarat State Procurement Policy 2024.
  Document: Certificate of local content signed by authorised signatory.

C. MSME / Startup Exemption Policy (Applicable to Clauses 4 & 5)

1. As per **Gujarat State Procurement Policy 2024** and **DoE OM dated 20.09.2016**,
   duly registered **Micro & Small Enterprises (MSMEs)** and **DPIIT-recognised Startups** shall be **exempted from minimum turnover and experience criteria**.
2. Such bidders shall upload valid **Udyam Registration Certificate** (for MSME) or **DPIIT Startup Recognition Certificate** under the "Additional Documents" section on GeM.
3. However, these bidders must still:
   - Possess valid PSARA Licence, EPF, ESI, GST, and PAN.
   - Demonstrate ability to deploy required manpower within stipulated timelines.
   - Submit Bank Solvency Certificate and Insurance Proof.
4. University reserves the right to demand **additional performance security** from MSME / Startup bidders in accordance with GFR Rule 170.

D. Additional Conditions

1. All documents must be self-attested, legible, and page-numbered. Incomplete or unclear submissions shall not be considered.
2. The University reserves the right to verify certificates directly from issuing authorities. False or misleading information will lead to disqualification and blacklisting.
3. The bid must be signed by an authorised person holding valid Power of Attorney or Board Resolution.
4. Consortium or joint bids are **not permitted**. The bid must be submitted by a single legally registered entity.

Part E – Bid Submission Guidelines

1. Mode of Submission

1.1 Bids shall be submitted **online only** through the **Government e-Marketplace (GeM)** under the service category *"Security Manpower Services."*
1.2 **Manual / offline submissions will not be accepted.** However, the original **Earnest Money Deposit (EMD) Demand Draft** must be submitted **in physical form** as per Clause 3 (Annexure III).
1.3 Each document must be uploaded under the **correct GeM upload button**, in **searchable PDF**, duly **signed and stamped** by the authorised signatory.
1.4 Incomplete, illegible, or wrongly-tagged uploads may result in bid rejection.

2. Composition of Bid

- **Technical Bid:** All eligibility, statutory, and compliance documents listed in Clause 3.
- **Financial Bid:** Price quote entered only in the **BoQ / Price Schedule** on GeM.

No price information shall appear in any Technical Bid document.

3. Documents to be Uploaded on GeM

(Same as previous — includes Annexure I–XII mapping to Buttons 1–4)
(Kept unchanged for clarity; only Financial Bid para revised below.)

4. Financial Bid (BoQ / Price Schedule)

- The bidder shall quote the **total monthly service charge on an "all-inclusive" basis**, covering:
  - Wages and statutory benefits of deployed manpower (as per prevailing laws).
  - EPF, ESI, bonus, leave encashment, insurance, and administrative overheads.
  - All applicable taxes and duties, **including GST**.
- As per the **GeM Service Level Agreement (SLA)**, all prices shall be quoted **inclusive of GST**; GeM will automatically segregate the tax component during invoice generation.
- The quoted rate shall be treated as **final and firm**, inclusive of all incidental and statutory costs.
- **Conditional, multiple, or partially inclusive quotes** shall not be accepted under any circumstances.

5. Physical Document Submission (If Applicable)

Document	Mode	Submission Location
EMD Demand Draft	Original Hard Copy	Purchase Section, VNSGU, Udhna–Magdalla Road, Surat – 395007
Power of Attorney / Authorization	Original / Self-attested scan	Upload + produce at verification if asked
Any licence under renewal	Self-attested scan + renewal proof	Upload under Compliance Documents

6. Bid Validity and Evaluation

- Bids shall remain valid for **120 days** from technical opening.
- Technical evaluation precedes financial evaluation.
- Only responsive bidders qualifying technically will be financially evaluated (L-1 basis).

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7. MSME / Startup Exemption (GPP 2024 & DoE OM 20-09-2016)

1. Exemption from turnover, experience, and EMD subject to valid Udyam / DPIIT registration.
2. Registration must be active and verifiable on bid date.
3. All other licences (PSARA, EPF, ESI, GST, Insurance) remain mandatory.
4. University may seek additional Performance Security as per GFR Rule 170.

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8. Clarifications & Amendments

All corrigenda and clarifications shall appear only on the **GeM portal** and the **University website**.

Bidders must check updates prior to submission.

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9. Document Checklist for Verification

Category / Upload Button	**Documents / Annexures to Upload**	**Additional Supporting Documents**	**Tick (✓)**
Button 1 – Financial Turnover	Annexure I	CA Turnover Certificate + Audited Financials	☐
Button 2 – Experience Documents	Annexure II	Work Orders + Completion Certificates / Payment Proof	☐
Button 3 –Compliance Documents	Annexures III, IV, V, IX, X, XI	EMD DD Scan / MSME Cert., Statutory Registrations (EPF, ESI, GST, PSARA), Insurance Proof	☐
Button 4 – Additional Documents	Annexures VI, VII, VIII, XII	MSME / Startup Cert., Power of Attorney, Supporting Brochures (if any)	☐
Financial Bid (BoQ)	–	*All-Inclusive Monthly Service Charge (Inclusive of GST)*	☐
Physical Submission (if any)	–	Original EMD DD (Annexure III)	☐

Annexure – I

Declaration of Average Annual Turnover and Exemption Eligibility

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India
Subject: Declaration of Average Annual Turnover and Exemption Eligibility under Bid Requirements

Part A – Declaration of Average Annual Turnover

We hereby declare that our average annual turnover for the last three financial years meets or exceeds the minimum turnover requirement as specified in the bid document for the provision of Security Manpower Services at VNSGU.

Financial Year	Annual Turnover (₹)	CA Certificate Attached (Yes/No)
2022–23		
2023–24		
2024–25		

☑ **Enclosures Required:**

- CA-certified Turnover Certificate(s) for each year.
- Audited Balance Sheet & Profit & Loss Statement.
- If claiming exemption, refer to Part B below and attach supporting documents.

Part B – Declaration of Eligibility for Exemptions (If Applicable)

We claim exemption from the following bid requirements under valid MSME / Startup registration as per GPP 2024 and DoE OM 20.09.2016:

☐ Turnover Requirement ☐ EMD (Bid Security) Requirement
☐ Udyam-registered MSME ☐ DPIIT-recognized Startup

☑ **Enclosures Required:**

- Valid Udyam / Startup Registration Certificate.
- Additional proof (if required) under Gujarat State Procurement Policy 2024.

Final Declaration

We certify that the above information is true and complete to the best of our knowledge. Any false declaration or misrepresentation shall lead to rejection of our bid and further action as per University rules.

Date: _____ Place: _____ Authorized Signatory (Seal)

Annexure – II

Declaration of Past Work Experience and Exemption Eligibility

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To

The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Declaration of Past Work Experience and Exemption Eligibility under Bid Requirements

Part A – Declaration of Past Work Experience

We hereby declare that our firm has successfully completed similar or relevant Security Manpower Service works in the last three financial years, as required under the eligibility criteria specified in the tender document.

(Maximum three work orders should be listed. Do not include unnecessary details.)

Sr. No.	Client Name & Address	Work Order No. & Date	Description of Work / Service Provided	Order Value (₹)	Completion / Payment Proof Attached (Yes/No)
1					
2					
3					

☑ Enclosures Required:

Mandatory:

- Copy of Work Order / Contract Agreement

Additionally, attach any one of the following:

- Work Completion Certificate issued by the client, **or**
- Proof of payment received from the client (Payment Advice / Bank Statement / TDS Certificate), **or**
- CARC (Consignee's Acceptance and Receipt Certificate) generated on GeM (if applicable).

Part B – Declaration of Eligibility for Exemptions (If Applicable)

We claim exemption from one or more of the following bid requirements under valid MSME / Startup status in accordance with the **Government Procurement Policy (GPP) 2024** and **DoE OM dated 20.09.2016**:

☐ Past Work Experience Requirement
☐ EMD (Bid Security) Requirement

We confirm our registration under the following:

☐ Udyam-registered Micro/Small Enterprise (MSME)
☐ Recognized Startup under DPIIT (Startup India)

☑ Enclosures Required:

- Valid Udyam / MSME / Startup Registration Certificate
- Any additional proof as required under Gujarat State Procurement Policy (GPP) 2024

Final Declaration

We certify that all information and declarations made above are true and complete to the best of our knowledge and belief.

We understand that any false statement or misrepresentation may lead to rejection of our bid and legal or contractual action as deemed appropriate by the University.

Date: _____ Place: _____Authorized Signatory (Seal)

Annexure – III

EMD Submission or Exemption Declaration

(To be submitted on bidder's letterhead, signed and sealed by the Authorized Signatory)

To
The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration for Submission of EMD via Demand Draft or Claiming Exemption under MSME / Startup Provisions

Option A – EMD Submission via Demand Draft

We hereby submit the **Earnest Money Deposit (EMD)** for the above-mentioned tender as per the following details:

Particulars	**Details**
Name of Bidder	[Enter Bidder Name]
DD Amount	[Enter EMD Amount]
DD Number	[Enter DD Number]
Date of Issue	[Enter DD Date]
Bank Name & Branch	[Enter Issuing Bank & Branch]
Payable To	Registrar, Veer Narmad South Gujarat University
Payable At	Surat – 395007

We confirm that:

- The Demand Draft has been issued by a **Nationalised / Scheduled Bank**.
- The DD has been drawn in favour of the University, by or on behalf of the bidding firm.
- The **original DD** has been submitted or dispatched to the University as per tender instructions.

☑ To Be Submitted (Hard Copy):

The original Demand Draft must be submitted at the **Purchase Section, Veer Narmad South Gujarat University, Surat – 395007** before the bid submission deadline.

Sincerely,

Date: _____ Place: _____ Authorized Signatory (Seal)

Option B – EMD Exemption Declaration
(For MSME / Startup Bidders as per GPP 2024 & GeM Policy)
We hereby declare that our organization is registered as a **Micro/Small Enterprise (MSME)** or a **Startup under DPIIT**, and is therefore **exempted from EMD submission** under **Government Procurement Policy (GPP) 2024** and **GeM rules**.
☑ **Attached:** Valid MSME / Udyam / Startup (DPIIT) Registration Certificate.
We understand and acknowledge that:

- Only **GeM-verified MSME / Startup registration** will be considered valid for exemption.
- If our MSME / Startup status appears as *"pending"* or *"applied"* on GeM at the time of bid submission, the exemption will not be granted.
- If neither valid exemption proof nor EMD is submitted at bid opening, our bid shall be **summarily rejected**.
- Submission of false or invalid exemption documents will lead to **disqualification** and may attract **legal or contractual action**.

Sincerely,

Date: _____ Place: _____ Authorized Signatory (Seal)

Annexure – IV
PSARA Licence and Statutory Compliance Declaration
(To be submitted on bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration of Valid PSARA Licence and Statutory Compliance under Bid Requirements

Part A – PSARA Licence Declaration

We hereby declare that our firm **M/s** _____ holds a valid **Private Security Agencies (Regulation) Act (PSARA)** licence issued by the **Controlling Authority, Government of Gujarat**, authorising operations in **Surat district** for providing *Security Manpower Services*.

PSARA Licence No. Date of Issue Valid Up To Issuing Authority

We confirm that:

- The licence is current and will remain valid during the entire contract period.
- All security personnel deployed under the contract will be PSARA-verified and trained as per prescribed norms.
- Renewal, if due, will be completed before expiry without affecting service continuity.

☑ Enclosures Required:

- Self-attested copy of valid **PSARA Licence** issued by Government of Gujarat.
- If the licence is under renewal, attach proof of renewal application and last valid copy.

Part B – Statutory Registration & Compliance Details

We confirm that our organisation possesses all necessary statutory registrations and complies with applicable labour and taxation laws.

Registration / Certificate	Registration Number	Valid Up To	Copy Attached (Yes/No)
EPF (Employees' Provident Fund)			
ESI (Employees' State Insurance)			
GST Registration			
PAN (Card No.)			
Labour Licence details			

We undertake to:

- Deposit statutory contributions (EPF/ESI) on time and furnish monthly challans to VNSGU.
- Remit GST as applicable and provide valid invoices and returns.
- Maintain all registers, records, and documents as required under prevailing laws.

☑ Enclosures Required:

- Copies of above registration certificates and latest payment challans / returns.

Part C – Compliance Undertaking

We certify that our organisation is in full compliance with all statutory, regulatory, and licensing requirements applicable to Security Manpower Services under Central and State laws.
We agree to maintain these compliances throughout the contract duration and to furnish proof whenever required by the University or audit authorities.

Date: _____ Place: _____ Authorized Signatory (Seal)

Annexure – V
Insurance & Indemnity Declaration
(To be submitted on bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration of Valid Insurance Coverage and Indemnity Commitment

Part A – Insurance Coverage

We hereby declare that our firm **M/s** _____ maintains or shall maintain active insurance policies covering all personnel and liabilities associated with the *Security Manpower Services* to be rendered at VNSGU.

Type of Insurance	**Policy No.**	**Insured Sum (₹)**	**Valid Up To**	**Issuing Insurance Company**	**Copy Attached (Yes/No)**
Group Personal Accident Insurance					
Third-Party Liability Insurance					
Workmen's Compensation / Employee Injury Insurance					
Any Other (Specify)					

We confirm that:

- The insurance coverage fully meets or exceeds the minimum liability requirement of **₹ 50 lakh**.
- All premiums are duly paid and policies shall remain valid during the contract period.
- Renewals will be completed before expiry without affecting coverage.

☑ Enclosures Required:

- Copies of active insurance policies and premium receipts.
- List of insured personnel (if available).

Part B – Indemnity Undertaking

We undertake to **indemnify and hold harmless** Veer Narmad South Gujarat University, its officers, and representatives against any loss, damage, claim, or liability arising from:

1. Injury, death, or accident involving any security personnel or third party during duty.
2. Theft, fire, negligence, or willful misconduct by deployed personnel.
3. Breach or non-compliance of any statutory, insurance, or labour-law requirement.

All related compensations, penalties, or claims shall be borne solely by our firm, and VNSGU shall remain fully indemnified.

Part C – Undertaking (If Insurance Not Yet Obtained)

If our firm does not currently hold valid insurance policies as specified above, we hereby undertake that:

- We shall obtain and submit copies of the required **Group Personal Accident**, **Third-Party Liability**, and **Workmen's Compensation** policies **within 15 (fifteen) days** from the date of issuance of the **Letter of Award / Work Order**.
- No personnel shall be deployed at site until such insurance coverage is activated.
- Failure to comply will constitute a material breach of contract and may lead to forfeiture of Performance Security or termination of contract.

Part D – Final Declaration

We certify that the above information is true and complete.
We accept full responsibility to maintain adequate insurance and indemnity coverage for the entire duration of the contract.

Date: _____ Place: _____ Authorized Signatory (Seal)

Annexure – VI

Confirmation of Acceptance of Scope of Work, SLA, Payment Terms & Technical Compliance

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Confirmation of Acceptance of Scope of Work, SLA, Payment Terms & Technical Compliance

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Part A – Acceptance of Scope of Work

We hereby confirm that we have thoroughly read, understood, and reviewed the **Scope of Work** described in the bid document for *Provision of Security Manpower Services* and agree to execute all responsibilities in full conformity with the terms and conditions specified therein.

☑ **Accepted in full**

Part B – Acceptance of Service Level Agreement (SLA)

We hereby confirm that we accept and shall comply with all provisions of the **Service Level Agreement (SLA)** including, but not limited to:

- Quality and performance standards
- Monitoring and reporting obligations
- Security and confidentiality requirements
- Penalty and escalation clauses
- Statutory and audit compliance

☑ **Accepted in full**

Part C – Acceptance of Payment Terms

We hereby confirm that we accept the **Payment Terms** defined in the tender document and agree to receive payments as per the mutually accepted timelines and University's financial process.
We understand that the University shall endeavor to release payments within a reasonable timeframe (typically 30–90 days), subject to availability of funds and submission of valid invoices and statutory documents.

☑ **Accepted in full**

Part D – Technical Compliance

We confirm full compliance with all technical, functional, and operational requirements of the tender.

Final Declaration

We certify that all information and confirmations given above are true and complete to the best of our knowledge and belief.
We further understand that any false statement, concealment, or deviation from the declared compliance may result in rejection of our bid and appropriate legal or contractual action by the University.

Date: _____

Place: _____ **Authorized Signatory (Seal)**

Annexure – VII

Pre-Bid Meeting / Site Inspection Certificate with Condition Acknowledgement

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

Certificate of Site Visit and Inspection
Tender Title: _____
Tender Reference No.: _____
Date of Site Visit / Pre-Bid Meeting: ____ / ____ / _____

Bidder Details

- **Name of Firm: _____**
- **Address: _____**
- **Contact Person: _____**
- **Mobile No.: _____**
- **Email ID: _____**

Participation in Pre-Bid Process

This is to certify that the undersigned bidder has participated in the pre-bid process by one of the following modes (please tick one):

☐ Physically visited the site(s) at VNSGU to inspect the facilities, equipment, and infrastructure related to the tender.

☐ Attended the pre-bid meeting online (without physical site visit).

☐ Did not attend the pre-bid meeting but voluntarily chooses to proceed with bid submission after reviewing all bid documents.

Declaration & Acknowledgement

By signing this certificate, the bidder hereby confirms and acknowledges that:

- The **site conditions, scope of work, and service environment** at VNSGU have been duly understood.
- No claims or disputes shall be raised later on grounds of **unfamiliarity with the site, equipment, or working conditions**.
- Submission of the bid shall imply **full acceptance** of all site realities, scope, SLA provisions, and payment terms as described in the tender document.

Date: _____ Place: _____ Authorized Signatory (Seal)

Annexure – VIII
Bidder Information
(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

1. Bidder's General Information

Sr. No.	Details	Bidder's Response
1	Name of the Firm / Company	
2	Type of Entity (Proprietorship / LLP / Pvt. Ltd. / etc.)	
3	Year of Establishment	
4	Registered Office Address	
5	Communication Address (if different)	
6	Name of Authorized Signatory	
7	Designation of Authorized Signatory	
8	Contact Number of Authorized Signatory	
9	Email ID of Authorized Signatory	
10	Website (if any)	
11	Company Brochure Attached (Yes / No)	
12	Number of Years in Business	
13	Certifications (e.g. ISO, BIS, OEM, etc.)	
14	Any Other (Specify)	

2. Statutory & Compliance Details

Sr. No.	Details	Bidder's Response
1	GST Registration Number	
2	PAN Number	
3	MSME / Startup Registration (if applicable)	
4	Class of Supplier (Class-I / Class-II / Non-local)	
5	EPF Registration Number	
6	ESI Registration Number	
7	Any Other (Specify)	

2A. Legal & Regulatory Registrations (If Applicable)

Sr. No.	Registration / Licence	Registration Number	Issuing Authority	Valid Up To	Copy Attached (Yes/No)
1	PSARA Licence (Gujarat)				
2	Labour Licence				

3	Shops & Establishments Act Registration (Gujarat)				
4	Professional Tax Registration (if applicable)				
5	Insurance Policy (Group / Third-Party)				
6	DIN-Director Identification Number (if applicable)				
7	Any Other (Specify)				

Note: Copies of the above registrations must be uploaded under "Compliance Documents" on GeM along with this summary sheet.

3. Bank Details for Payment (Upload cancelled cheque also)

Sr. No.	Details	Bidder's Response
1	Name of the Bank	
2	Branch Address	
3	Account Holder's Name	
4	Account Number	
5	IFSC Code	
6	MICR Code (if available)	

4. Escalation Matrix for Critical Issue Resolution

Level	Name of Contact Person	Designation	Email Address	Mobile Number	Response Time (Hours)	Remarks
Level 1	Primary Support Contact					
Level 2	Escalation if Level 1 Fails					
Level 3	Senior Management / Nodal Officer					

5. Additional Declarations by the Bidder

We hereby declare that:

- All the information furnished above is **true and correct** to the best of our knowledge.
- We shall **immediately inform** the University of any change in contact or statutory details.
- We understand that submission of **false, misleading, or incomplete information** may result in bid rejection or contract termination.
- We comply with all applicable **laws, statutory requirements, and licensing obligations** under Central and State regulations.

Date: _____ Place: _____ Authorized Signatory (Seal)

Annexure – IX

Class of Supplier Declaration

(To be submitted on the bidder's letterhead and duly signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

We, **M/s** _____ (Name of Bidder), having our registered office at _____, hereby declare and confirm the following in compliance with the **Gujarat State Procurement Policy, 2024 (GPP 2024)** and the **GoG Industries & Mines Department Resolution No. SPO-102021-188460-CH dated 14.03.2024**.

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1 Local Content Confirmation

We confirm that the local content in respect of the quoted services / manpower deployment is _____ **%**, and accordingly, we qualify as:

☐ **Class-I Gujarat MSE / Class-I Local Supplier** (Local Content ≥ 50 %)
☐ **Class-II Gujarat MSE / Class-II Local Supplier** (Local Content ≥ 20 %but< 50 %)

(Tick whichever is applicable)

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2 Eligibility for Purchase Preference

We hereby declare our eligibility to claim **purchase preference** under Clause 7.2 of the Gujarat State Procurement Policy, 2024, in accordance with the above-mentioned Government Resolution.

---

3 Compliance with Local Content Calculation

We confirm that the local content has been calculated using the formula prescribed in GPP 2024:

Local Content (%) = [(Sale Price – Value of Imported Content) × 100] ÷ Sale Price

We further confirm that **transportation, insurance, installation, commissioning, training, and after-sales services (AMC/CMC)** have not been treated as local value addition for the purpose of this declaration.

4□ Details of Local and Imported Content

Sr. No.	Item / Component / Service	Local Content (%)	Location of Value Addition (State of India)	Imported Content (%) (incl. customs duties)
1				
2				

(Attach additional sheet if required)

Declaration of Integrity

We understand that any **false or misleading declaration** regarding local content shall be considered a **breach of the Code of Integrity** under Clause 2(C)(d) of the GPP 2024 and may lead to:

- Debarment from procurement opportunities for up to **two years**, and/or
- Any other legal or administrative action as applicable under law.

Date: _____ Place: _____Authorized Signatory (Seal)

Annexure- X
Notarised Self-Declaration Regarding Non-Blacklisting
(To be printed on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Declaration Regarding Non-Blacklisting

Sir/Madam,

In reference to the bid titled **"[Insert Bid Title]"** issued by Veer Narmad South Gujarat University, I/we, the undersigned, do hereby solemnly declare and affirm that:

1. **We have not been blacklisted**, debarred, suspended, or banned from participating in any procurement process by any Central or State Government department, Public Sector Undertaking (PSU), Autonomous Institution, or Government agency (including Government e-Marketplace [GeM]) in India, as on the date of bid submission.
2. We further declare that no criminal proceedings are pending against the bidder or any of its directors/partners that would affect our ability to participate in this procurement process.
3. We understand that if this declaration is found to be false or misleading at any stage, our bid may be summarily rejected, or the contract may be terminated without any liability on the part of the University.

Declaration

We hereby declare that the above information is true and correct to the best of our knowledge and belief.

Date: _____ (Signature with Seal)
Place: _____ **Authorized Signatory**

Annexure- XI

Self-Declaration Regarding Land Border Sharing Country

(To be printed on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Declaration Regarding Compliance with Rule 144(xi) of General Financial Rules (GFR), 2017

Sir/Madam,
In reference to the bid titled **"[Insert Bid Title]"** issued by Veer Narmad South Gujarat University, I/we, the undersigned, do hereby declare as under:

1. That I/we am/are not from a country which shares a land border with India as defined under Rule 144(xi) of the General Financial Rules (GFR), 2017 and as amended by Government of India.

OR

2. That I/we am/are from a country which shares a land border with India, and I/we have been registered with the Competent Authority as defined in the said Rule. A copy of the valid registration certificate issued by the Competent Authority (Ministry of Home Affairs, Government of India) is enclosed herewith.

Please tick as applicable:
☐ Not from a country sharing land border with India
☐ From a country sharing land border with India and registered with Competent Authority (Registration Certificate attached)

Declaration
We hereby certify that the above information is true and complete to the best of our knowledge and belief. We understand that any misrepresentation may result in rejection of our bid or cancellation of the contract.

Date: _____ (Signature with Seal)
Place: _____ **Authorized Signatory**

Annexure XII- Price Reasonability Certificate

(To be submitted on the bidder's letterhead, duly signed and sealed)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Price Reasonability Certificate for [Name of Product/Item Category] under Bid No. _____

Dear Sir/Madam,
We hereby certify that:

1. **The rates quoted in our bid are reasonable and justified**, based on prevailing market rates, product specifications, and associated services offered.
2. The offered price:
    - Is comparable to the price of similar goods/services supplied to other Government organizations, PSUs, or reputed private institutions.
    - Has not been increased for the current tender and is consistent with prices offered in other recent bids or supply orders.
3. We also confirm that **no lower price** has been quoted for the same product or service to any Government/PSU/Autonomous institution or any buyer on GeM in the last six months for comparable quantity and terms.
4. In the event of discovery of any lower quoted price for the same specification elsewhere under similar conditions, we agree that the University may take appropriate action, including price reduction or disqualification.

We assure full cooperation and submission of supporting documents, invoices, or client POs if required by the audit or evaluation committee.
Sincerely,

Date: _____ (Signature with Seal)
Place: _____ **Authorized Signatory**

Annexure XIII – Monthly Compliance Verification Format

(To be submitted by the Contractor with every monthly bill)

Name of Work: Security / Manpower Outsourcing Services
Principal Employer: Veer Narmad South Gujarat University, Surat – 395007
Name of Contractor / Agency: _____
Month & Year: _____
Total No. of Deployed Personnel: _____

A. Declaration of Statutory Compliance (To be filled by Contractor)

We hereby declare that during the month of _____:

1. All employees deployed under this contract have been paid **not less than the statutory minimum wages** as per the latest notification of the **Labour & Employment Department, Government of Gujarat**.
2. Wages were paid **through bank transfer** only — no cash payments were made.
3. The following statutory dues have been fully deposited within the prescribed timelines:

Component	**Employer's Share (As per BID Documents)**	**Status**	**Proof Attached (Yes/No)**
PF Contribution	12%	Paid	☐
EPF Admin Charge	0.50%	Paid	☐
EDLI Contribution	0.50%	Paid	☐
ESI Contribution	3.25%	Paid	☐
Bonus (8.33 %)	Paid / Accrued	☐	
Special Allowance (INR per day) Declared by office of Labor Commissioner (Govt. of Gujarat)	Rs.60.50/-	☐	
Insurance Coverage (Group Accident / Liability)	Active	☐	

4. **Proofs attached with this compliance sheet:**
    - (a) Wage Register or Bank Statement of all deployed staff
    - (b) EPF **ECR and Challan** for the month
    - (c) ESI **Challan and Employee List**
    - (d) **Bonus Register / Calculation Sheet** (if applicable)
    - (e) Copy of **valid Insurance Policy** with premium receipt

- (f) Copy of **latest Labour Licence / PSARA Licence** (if renewed)

5. All statutory records such as attendance, leave, and muster roll are maintained and available for inspection.

B. Certification by Contractor

We certify that the information provided above is **true and complete**, and all statutory remittances have been made.
We understand that any false declaration or omission shall invite penalties, recovery from bills, and possible termination of contract under SLA Clause on Statutory Compliance.

Date: _____ Place: _____

Authorized Signatory (with Seal)
Name: _____
Designation: _____
Mobile No.: _____
Signature: _____

C. Verification by University Representative (To be filled at VNSGU)

Item	**Verified by (Sign & Date)**	**Remarks (if any)**
Wage Payment Proof (Bank Transfers)		
EPF / ESI Challans & Registers		
Bonus / Insurance Proof		
Labour Licence / PSARA Validity		

Verified by:
Name: _____
Designation: _____
(Signature & Seal of VNSGU Verifying Officer)
Date: _____

Annexure XIV

Consolidated Monthly Employee Undertaking Sheet

(To be submitted monthly by the Contractor along with invoice and compliance proof)

Principal Employer: Veer Narmad South Gujarat University, Surat – 395 007
Contractor / Agency Name: _____
Month & Year: _____ Total No. of Employees: _____

Employee Declaration

We, the undersigned, being employees of **M/s** _____ **(the Contractor)** deployed at **VNSGU, Surat**, hereby declare that during the month of _____:

1. We have received our **full monthly wages through bank transfer** on or before the statutory due date.
2. We have been paid **not less than the minimum wages** applicable to our category as per the latest notification of the **Labour & Employment Department, Government of Gujarat**.
3. Statutory benefits have been provided / deposited by the contractor for each of us as detailed below.
4. We have **no pending complaint** regarding salary, overtime, EPF, ESI, Bonus, or working conditions.
5. We understand that **Veer Narmad South Gujarat University is only the Principal Employer**, and all payments are made by the Contractor.

Employee-wise Record

Sr. No.	Employee Name (Block Letters)	Designation / Category	UAN (EPF)	ESI No.	Gross Wage (₹)	Net Wage Credited (₹)	Bank Transfer Date	EPF Deducted (Y/N)	ESI Deducted (Y/N)	Bonus Credited (Y/N)	Insurance Coverage (Y/N)	Employee Signature / Thumb
1												
2												
3												
4												
…												
Total												

Certification by Contractor

I certify that all information furnished above is true and complete.
All statutory contributions (EPF, ESI, Bonus, Insurance) have been duly deposited for the above employees for the month of _____.
Copies of challans and registers are enclosed with **Annexure XIII – Monthly Compliance Verification Format**.

Date: _____ **Place:** _____

Authorized Signatory of Contractor (with Seal)
Name: _____ Designation: _____

(Countersigned by Contractor's Site Supervisor)

Attachment Instruction

- Attach this sheet (signed by employees) with **Annexure XIII** every month.
- Additional sheets may be used if employee count exceeds 20.
- A consolidated **scanned PDF** must accompany the monthly invoice.

Annexure XV – List of Equipment and Material to be Provided by Contractor

(To be submitted on the Contractor's letterhead and signed by the authorized signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007, Gujarat, India

Subject: Confirmation of Equipment and Material to be Provided by Contractor

We, M/s _____, confirm that the following equipment, uniforms, and materials shall be provided and maintained by us at our cost for the security and safety operations at Veer Narmad South Gujarat University (VNSGU), Surat, in accordance with the tender conditions and Service Level Agreement (SLA).

A. Mandatory Equipment and Material

Sr. No.	Item Description	Minimum Quantity / Post	Responsibility	Remarks
1	**Uniform (complete set, including belt, shoes, cap, badge, whistle, seasonal dress)**	2 sets per person	Contractor	As per PSARA norms
2	**Identity Card with photograph (laminated / smart ID)**	1 per person	Contractor	Mandatory under PSARA Act
3	**Torch (Rechargeable LED)**	1 per night-duty guard	Contractor	Mandatory for night patrols
4	**Whistle with lanyard**	1 per guard	Contractor	For signalling and alerting
5	**Lathi / Baton**	1 per guard	Contractor	Basic self-defense equipment
6	**Raincoat / Umbrella (seasonal)**	1 per outdoor post	Contractor	Weather protection
7	**Reflective Safety Jacket (fluorescent)**	1 per outdoor post	Contractor	Visibility during night

Sr. No.	Item Description	Minimum Quantity / Post	Responsibility	Remarks
8	**Mobile Phone (with camera & WhatsApp)**	1 per security staff (mandatory); must remain active during duty	Contractor	For communication & real-time reporting
9	**Smartphone with GPS-enabled camera and WhatsApp + Internet connectivity**	1 per Supervisor	Contractor	Compulsory for tracking, photo reporting & location tagging
10	**Visitor / Vehicle / Entry-Exit Register sets**	As required per gate / building	Contractor	For daily record maintenance
11	**Stationery (pens, registers, ID slips, etc.)**	As required	Contractor	Record keeping
12	**First-Aid Kit**	1 per control room / post	Contractor	To handle minor injuries
13	**Handheld Metal Detector (HMD)**	**4 units (minimum)**	Contractor	Mandatory for entry point screening
14	**Vehicle Mirror Search Set (under-vehicle inspection mirror)**	**2 units (minimum)**	Contractor	Mandatory for gate-level vehicle checking
15	**Attendance Register**	1 per control room / shift	Contractor	For attendance and shift verification

B. Optional / Recommended Modern Equipment

Sr. No.	Equipment / System	Quantity (as applicable)	Responsibility	Remarks	Tick if you provide
1	**Walkie-Talkies / Wireless Communication Sets**	1 per shift / control point	Contractor	For inter-post coordination	□
2	**Patrol Monitoring / GPS Tracking Device**	As required	Contractor	Optional, recommended for large campus	□
3	**Body-Worn Camera (portable)**	As approved	Contractor	For incident recording (optional)	□
4	**Search Lights / Portable Floodlights**	As required for night duty	Contractor	For improved night surveillance	□

C. University Infrastructure and Coordination

Item	Responsibility	Remarks
CCTV Surveillance System	University	Contractor to coordinate with control room
Fire Extinguishers & Fire Hydrants	University	Contractor to assist in readiness checks
Control Room Equipment (Computer / Printer / Monitor)	University	Contractor to maintain log records
Biometric Attendance	University	Contractor to coordinate with University

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D. Declaration by Contractor

We confirm that:

1. All mandatory items listed above shall be provided and maintained at our own cost throughout the contract period.
2. Mobile devices provided to staff shall remain functional, charged, and internet-enabled during duty hours.
3. Any damage, malfunction, or loss of these items shall be replaced immediately at our cost.
4. Optional items may be deployed as per University's written approval or requirement.

Date: _____ **Place:** _____

Signature with Seal
Authorized Signatory of Contractor
Name: _____
Designation: _____
