

**ICFAI University, Dehradun**  
**Rajawala Road, Central Hope Town**  
**Selaqui, Dehradun-248011**

**TENDER**

**Requirement of Security Services, Office Assistant & Driver**

Sealed tenders are invited on behalf of Registrar, ICFAI University, Dehradun from Security Service Agencies, and Driver Service Agencies for providing Security Services (Supervisor, Security Guard, Lady Guard, Guard-cum-Driver) & Office Assistant services at ICFAI University Dehradun. The agency applying needs to be registered with Labour Department of State/Central Govt. or other statutory authorities and should hold a valid registration with ESI, EPF, Income Tax and GST authorities further, the service providers should be registered under the Contract Labour (Regulation and Abolition) Act 1970. The agency should have an annual *turnover of at least INR 1 crore turnover for the last 03 years and should have a minimum experience of 05 years in providing the services for which the application is made* by the service provider or Agencies. Separate tender applications shall submit by the service providers applying for different Services.

Tender form along with Financial and Technical Bid with terms and conditions, can be collected from **Registrar Office/Download at [www.iudehradun.edu.in](http://www.iudehradun.edu.in), ICFAI University, Dehradun between 09.00 A.M. and 4.00 P.M. on any working day till 14<sup>th</sup> December 2025** on payment of **Rs 1,000/-** (non-refundable) in the form of DD/pay order/ banker's cheque in favour of "The ICFAI University Dehradun". *Completed tender form will accompany the DD/Pay order/Banker's cheque amounting Rs 1,000/-. Tender form will be accepted till 4.00 P.M. on 14<sup>th</sup> December 2025.*

The technical bid should be accompanied by (a) A detailed report on state of art of services to be provided, like emergency evacuation procedures and act on matters of students on compliance (Security), Dedicated and having valid license and minimum experience in driving(driver). (b) A detailed report on monitoring of Security service, Transport Service. (c) A detailed report on Qualifications, Age, Skills etc of Security Services, Office Assistant, and Guard-cum-Driver.

The shortlisted firms would then give a detailed presentation lasting 10 minutes to the Committee. The presentation and site visit form part of the technical evaluation. After due technical evaluation, the financial bids of short-listed tenders will be opened at ICFAI University, Dehradun. The date for which will be informed to the eligible firms.

The ICFAI University, Dehradun reserves the right to reject any or all the tenders or accept them in part without assigning any reason thereof.

***Note: Each page of the Tender document to be signed by authorized representative of the service provider with date and company's stamp.***

**Registrar**

**TENDER DOCUMENT FOR PROVIDING SECURITY SERVICES, DRIVER & OFFICE ASSISTANT AT ICFAI UNIVERSITY, DEHRADUN**

**FINANCIAL BID**

- 1 Name of the Firm/Agency  
(Full address with Telephone Nos. Fax No. etc.) :
- 2 Registration No. of the Firm /Agency under  
Shop & Establishment Act of State of Uttarakhand or any other Act. :
- 3 Charges per month per person for Security Servicers (Security Supervisor, Security Guard, Lady Security Guard, Guard-cum-driver) and Office Assistant.

(No. of workers to be deployed is ---including Security Servicers (Security Supervisor, Security Guard, Lady Security Guard, Guard-cum-driver) and Office Assistant as representatives of the Agency.):

**Rate quoted per person per month in each category**

**Security Supervisor**

(a) Wages (Minimum)(including VDA)

(b) Statutory Charges

ESI

EPF

Uniform

Any other

(c) Total

(d) Service Charges \_\_\_\_\_ % on (c)

(e) Total (c+d) (**per person per month**)

(f) Any other charges (please specify like bonus etc.) (monthly basis)

(g) Total ((e+f)

(h) Service Tax on (g)

(i) Monthly Material Consumables Charges

(j) Total Charges (g+h)

4. ESI No. :

5. EPF No. :

6. PAN No. :

7. GST / TIN No.:

8. Agency registered No. under Contract Labour (Regulation and Abolition) Act 1970 / Labour License No. :

9. Earnest Money of Rs 2,00,000/- will be deposited in favour of “ ICFAI University, Dehradun.

10. Bank Draft No. \_\_\_\_\_ Dated \_\_\_\_\_ for Rs. \_\_\_\_\_

Other Terms and conditions of the tender for providing Cleaning Services enclosed at Annexure-II are acceptable to me.

Signature of Contractor with Seal

**FINANCIAL BID (Continued)****Note:**

1. It is mandatory to quote all item rates as asked for in the Tender form. Failure to adhere to the condition will lead to rejection of Tender. The bidders should quote unconditional rates neatly
2. Typed and duly signed and stamped on all pages.
3. Tender shall be valid for a period of 30 days from the date of opening Tender.
4. Contractor shall acquaint himself fully with site conditions and the working environment of ICFAI University Dehradun before quoting his rates. It is advised to do a complete survey at his own of the campus before offering rates. No compensation on account of any site difficulties will be entertained at a later date after award of works.
5. Tender once submitted will remain with ICFAI University, Dehradun and will not be returned to the bidders.

Signature of Contractor with Seal

**TECHNICAL BID QUESTIONNAIRE TO BE FILLED UP BY THE AGENCY APPLYING  
FOR TENDER FOR SECURITY SERVICERS (SECURITY SUPERVISOR, SECURITY  
GUARD, LADY SECURITY GUARD, GUARD-CUM-DRIVER) AND OFFICE ASSISTANT  
AT ICFAI UNIVERSITY, DEHRADUN**

1. Legal status of the agency/service provider including partners:
2. Complete Bio-data of top key officials (Please attach):
3. Details of any Tie-ups (please attach):
4. Shops& Establishment License from Labour Office (Please attach copy of the same):
5. Agency registration and License No. under Contract Labour (Regulation and Abolition) Act 1970:
6. IT clearance of last three assessment years (please attach):
7. Financial Status of Bidder and /or its/his Associates including details of turnover for the past-3 years.
8. List of clients with address and details of contact person, wherein Security Servicers (Security Supervisor, Security Guard, Lady Security Guard, Guard-cum-driver) and Office Assistant staff is provided currently. (The Committee may visit the sites where the contractor is currently working before award of contract). Give details of period of Contract with clients for the past 3 years.
9. Copy of work order at one similar annual contract executed successfully and client's completion certificate for an amount of not less than Rs.20 lakhs per annum in the past three financial years in the premises of Govt. Depts./Public Sector Undertakings, etc.(please attach):
10. Details of monitoring system in current Contracts & contract being proposed.
11. ESI No. :
12. EPF No. :
12. PAN/
13. GST/TIN No. :
14. Date of establishment of Firm/ Co and area/scope of operation of work undertaken.
15. Any other details which may justify the strength of bidder.

Signature of the contractor with seal

**NOTE:** The criteria for award would be based on the total charges as at (i) of the financial bid for ----c Security Servicers (Security Supervisor, Security Guard, Lady Security Guard, Guard-cum-driver) and Office Assistant --+ monthly material charges listed in (j) of financial bid.

### **TERMS AND CONDITIONS FOR SECURITY SERVICES**

1. The services are required for 24 hours round the clock in *Two Shift for 12 hourly shifts*. The category-wise and shift-wise requirements will be informed to the successive bidders while awarding contract.
2. The shift-wise and category-wise deployment locations of security guards shall be decided by the Client considering the security requirements of the University from time to time. The location-wise requirement would be intimated to the contractor well in advance.
3. All security guards should be literate with a minimum qualification of Intermediate/10+2 standards and be able to write and maintain the records in English and Hindi. They should be able to speak in English and Hindi.
4. The deployed security guards should be equipped with torch, whistle and baton with holder.
4. The security personnel to be deployed by the contractor should be in the age group of 25 to 45.
5. The security personnel should be adequately trained in handling in safety and firefighting.
6. The security personnel deployed by the contractor shall be required to restrict the entries of unauthorized persons in the University campus;
  - (a) ensure that all the Sections/ Units/ Departments/ Buildings are properly locked after the office hours and on holidays;
  - (b) carefully check the Vehicles Passes, Students Identity Cards, Vendors' Passes etc;
  - (c) maintain registers such as In & Out Registers, Vehicle Movement Register, Visitor's Register, Material Receipt Voucher/Register, Gate Pass Register and to hand over these registers to Proctor Office on monthly basis;
  - (d) undertake constant patrolling of premises to ensure that no trespasser / suspicious person is roaming around and nothing untoward happens in the University campus;
  - (e) perform duties at the premises with due diligence and to take all precautions to avoid any loss or damage to the Client's property / person;
  - (f) Maintain cordial relations with the University community but neither should develop undue familiarity with them nor join any union of the employees of the University.
7. The Contractor has to maintain adequate number of category-wise security personnel as per the contract and also arrange a pool of standby personnel of requisite qualifications and experience.

### **Other Terms and Conditions**

1. The personnel of the contractor shall be subject to detailed direction and control of the Client in relation to manner and model of performance of duties, as agreed to, vide contract.
2. The contractor shall ensure that all personnel deployed by him are fully conversant with the Client's premises and with its security related activities such as barricading, chain partitioning etc. to ensure proper security, discipline and control.
3. The contractor shall exercise adequate supervision to ensure proper performance of security services in accordance with the requirements of the client.

4. In the event of the personnel having been provided by the Contractor not performing duties as per expected standards in whatsoever manner or in case the personnel behave in an unacceptable manner, the Contractor shall, on request of the Client, remove the said personnel the same day and provide a suitable substitute in his/ her place of equivalent qualifications and experience within three days failing which the Client may get the services performed by other means at the risk and cost of the Contractor.
5. Contractor must employ adult and skilled personnel only. Employment of child labour or persons below the age of 18 years shall lead to the termination of the contract at the risk and cost of the contractor. Contractor shall deploy/engage reliable persons at Client's site after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities.
6. Contractor shall intimate the details like name, age, parentage, address (residential as well as permanent), photograph of all deployed security personnel to the Client and shall also intimate changes in addresses of the personnel as and when they take place.
7. Contractor's security personnel shall always be disciplined, properly dressed in uniform and be presentable all the time during duty. The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out the security related tasks assigned at Client's office.
8. The authorized representative of the company shall visit the Security Office/ Proctor's Office / concerned officials of the University twice a week for review of the security system at the Client's site.
9. The Client may also assign such security related duties as and when required to the security personnel deployed by the contractors which are otherwise not mentioned herein above or elsewhere in this contract.
10. The Contractor shall strictly observe that its personnel:
  - (i) are always smartly turned out and Vigilant. are punctual and arrive at work places before start of their duty time and do not leave their place of duty before close of their duty hours,
  - (ii) whenever required in the exigencies of work, work beyond duty hours and won't refuse to work extra hours,
  - (iii) take charges of their duties properly and thoroughly,
  - (iv) perform their duties with honesty and sincerity,
  - (v) extend respect to all academic staff, officers and non-teaching staff of the office of the Client,
  - (vi) are not alcoholic or drug addict, do not drink on duty and smoke in University premises or come drunk and report to duty,
  - (vii) do not gossip or chit chat and sleep while on duty,
  - (viii) do not indulge in any activity prejudicial to the interest of the University,
  - (ix) Immediately report to their Supervisor / Proctor's Office if any untoward incident / misconduct or misbehavior occurs.
  - (x) Do not misuse official telephones installed in Client's premises.

11. Contractor's personnel deployed at Client's site shall
- (i) at all times maintain strict confidentiality about the official information gathered during their working in the University,
  - (ii) not furnish any document, data, information etc. pertaining to University/ UGC/ Ministry of Human Resource Development in any form to any person, directly or indirectly, not authorized by the Client.
  - (iii) not give phone numbers of office and officers of Client to any unauthorized person,
  - (iv) not divulge schedules of meetings and conference to any unauthorized person,
  - (v) not pass on site plan of the Client's premises to any unauthorized person,
  - (vi) not divulge official local journey/ outstation travel details of any of the officer of the Client to any unauthorized person, and
  - (vii) not disclose assets of the University to any unauthorized person.
  - (viii)

#### **TERMS AND CONDITIONS FOR OFFICE ASSISTANT**

- (i) The person shall assist the Officers in University in arranging files in their cabins and perform functions as assigned by them.
- (ii) The person shall have to attend to telephone calls, guide the visitors meant for the Officer to whom he/she is attached.
- (iii) The Person may also be deputed to dispatch/receipt of letters/parcels in the office; to deliver the official dak; to deliver the files among the dealing hands and to the officers; cleaning of office furniture etc; any other duties assigned by the officer
- (iv) The person shall also have to undertake outdoor works as assigned by the Controlling Officer;
- (v) Normally the person shall follow the working hours/holidays of University, but he/she should ensure to complete the assigned task disregard of the timings and during closed holidays also.

#### **Qualifications:**

1. The Firm/Contractor should ensure that the persons employed should be a good and reliable person with robust health and clean record. Minimum experience of at least one year is preferred. The age of the person shall be between 18 to 40 years.
2. The persons employed should possess a minimum education qualification of pass in Intermediate/12<sup>th</sup> Standard. Working knowledge of Computer is an added advantage. The person must be able to write/read English.

### **TERMS AND CONDITIONS FOR GUARD-CUM-DRIVERS**

- (a). The Manpower Agency /Service agency shall ensure that driver engaged by him drives the vehicle smoothly and as per the instructions issued by University from time to time. The vehicles should be utilized only for the official purposes as instructed by University and shall not be misused.
- (b) The drivers should possess valid driving license to drive the heavy vehicles. The driver must possess valid driving license to drive Heavy Vehicles and with at least *3 years' experience in driving Light/Heavy Vehicles and shall always carry all the necessary* documents with him.
- (c) The driver should wear full uniform with cap/ shoes etc., and behave well with pleasing manners and should have fair knowledge of Hindi/English and knowledge of Hindi will be an advantage.
- (d) He should be able to attend to any minor technical problems that may arise while driving the car.
- (e) He should always carry a mobile phone with him, as it will enable the Officer to contact him at any time.
- (f) Driver should be familiar with all important places in Dehradun and outstations.
- (g) The driver must have passed 10th standard (SSC or equivalent). The driver must be able to read English Numerals and figures. The driver must have thorough knowledge of traffic regulations.
- (h) The driver must have good knowledge of the working of petrol and diesel engines and be able to locate faults and rectify minor defects in motor cars.
- (i) The driver must be able to clean/clear carburetor, plug etc.
- (j) The agency/firm/contractor shall not employ persons whose antecedents have been doubtful by the public authorities at any point of time.
- (k) The driver should take utmost care of the vehicle, and shall maintain the vehicles in proper condition by cleaning, checking of tire pressure, fuel level, engine oil level, radiator coolant, brake fluid, head lights, indicators, horn, reverse horn, battery, AC etc., on regular basis.
- (l) The Service agency shall ensure that the driver engaged by him shall handle the vehicles including the accessories installed in it like stereo, spare wheel etc., responsibly throughout the contract period.
- (m) The Manpower Agency /Service agency shall ensure that chauffeur engaged by him in conversant with and follow, all the traffic rules and regulations and comply with the statutory law in force with regards to Motor vehicle. Any penalty imposed for traffic violation etc by the traffic police Transport Dept Officer/agency will be charged to the firm's account and NBA will not reimburse the same under any circumstances.
- (n) The driver of the car provided must strictly follow traffic rules and other regulations prescribed by the Govt. from time to time. He should be instructed to follow all safety norms like wearing seat belt/ observing Traffic Cautions, etc., while on duty.
- (o) Drivers, service may be required on holidays and Sundays, and in that case, prior information would be given to the Contractor or to the Driver engaged by him and on receiving such information it shall be ensured that chauffeur service is provided on such days for which additional charges would be paid. The additional charges per day on holidays and Sundays shall be payable on hourly basis calculated on a day's salary.