

OFFICE OF THE REGISTRAR
GURUCHARAN UNIVERSITY, SILCHAR
গুরুচরণ বিশ্ববিদ্যালয়, শিলচর

*A State University established by upgrading Gurucharan College under
Assam Act No. LVII of 2023*

Date : 01-09-2025

NOTICE INVITING TENDER

Applications are invited from eligible agencies/firms for the outsourcing of security services for Gurucharan University campus.

Sl. No.	Particulars
1.	Notice inviting tender for the outsourcing of Security Services.

- **The last date of submission** : 22-09-2025 up to 2:00 pm in the O/o the Registrar.
- **Bid Opening Time** : 03-09-2025 from 2:00 pm.
- **Date of scrutiny**: 23-09-2025 at 3:00 pm.
- **Venue** : Gurucharan University, Silchar-788004

No.134/Reg/S/2025/85

Copy to:

1. FO, for necessary Action.
2. PS to VC for information of the Vice Chancellor.
3. Website Administrator for uploading the University Website.
4. Guard file.


Registrar
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Gurucharan University
Silchar


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**TENDER FOR OUTSOURCING OF SECURITY SERVICES FOR GURUCHARAN
UNIVERSITY CAMPUS**

ELIGIBILITY CRITERIA

The bidder must be preferably from within the state of Assam and should have a registered office in Assam. Documentary evidence to be furnished.

The bidder should not be declared as ineligible/blacklisted by the Government of India or any other Government body on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature. An undertaking to this effect needs to be furnished.

The agency/firm/company should have at least minimum three years of experience in providing security services in higher educational Institutions located in Assam. The satisfactory user certificates need to be furnished.

The bidder should have valid license under Private Security Agencies (Regulation) Act, 2005 for the state of Assam and also contrAct labour (Regulation and Abolition Act), 1970.

The firm should have registration with EPFO, ESIC, GST and all other relevant Departments.

The Bidder should have its own bank account and provide the bank account details.

All supporting documents against the above minimum qualifications must be submitted in hard copy to the Institution on or before the last date. A simple undertaking claiming the stated criteria will not be treated as sufficient.

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Instructions to bidders:

1. How to apply:

The bidder should submit sealed quotations at the designated place of the Gurucharan University located at the following format:

A. First Envelope: The first envelope should be sealed and clearly marked as *Technical Bid* on its cover. It can contain only the Technical Bid (that includes the profile of the bidder) and supporting documents along with a signed copy of this bid document as a mark of agreement to all the terms and conditions mentioned herein. Nowhere in this envelope should be any indication of the Financial Bid or Quote.

B. Second Envelope: The second envelope should also be sealed and clearly marked as *Price Bid* on its cover. It can contain only the Price Bid / Financial Bid / Quote.

C. Third Envelope: Both the First Envelope and Second Envelope should be put together in the Third Envelope and sealed. The same has to be submitted within the due date to the *O/o the Registrar, Gurucharan University, Silchar*.

2. Validity of the Bids:

The tender submitted by the firm / agency shall remain valid for 6 months from the date of opening for the purpose of acceptance and award of work. Validity beyond 6 months from the date of opening shall be by mutual consent.

The Bidder should deposit an EMD of Rs. 25000.00 (Twenty Five thousand) only in favor of the Finance Officer, Gurucharan University. No bidder will be allowed to withdraw/alter/modify after submission of tenders within the bid validity period otherwise the EMD submitted by the bidder would stand forfeited.

3. Duration of contract:

The contract shall be initially for 1 year. However, the contract may be renewed on the satisfactory performance and mutually agreed terms. In case of unsatisfactory performance, the contract will be terminated by giving one month notice.

4. Award of Contract:

The bidder quoting lowest of the Service Charges will be selected as L1 subject to the wages to Guards & Security Supervisor shall be paid as per latest circular on Minimum wages issued by Labour and Welfare Department, Govt. of Assam. The Successful L1 Bidder will be given the work order at the earliest. The bidder will be required to enter into an agreement with the Gurucharan University.

EMD will be liable to be forfeited if the Bidder selected for the service fails to accept and sign the formal agreement or to start the work on the stipulated date.

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5. Scope of Work:

The selected Security Agency will deploy round-the-clock (24x7 hrs) security personnel for reasonable Protection of property and personnel (faculty, staff, students, official visitors and residents of the University) against willful harm. The scope of services will include the Academic Block, Faculty rooms, Hostels, Administrative Blocks and Classrooms. The total number of security posts is 5 (Five). As such, a group of 15 security personnel shall be the minimum required.

The persons deployed by the agency will work in three shifts of eight hours' duration, every day. The shifts will be as under:

- a) 'First' Shift — 0600 hrs to 1400 hrs
- b) 'Second' Shift — 1400 hrs to 2200 hrs
- c) 'Third' Shift — 2200 hrs to 0600 hrs (Next day)

Quantity of manpower requirement is detailed below:

Locations Security Posts

Different locations of Gurucharan University Campus in 05 locations.

Manpower Requirement: 15.

Bid may be submitted considering the above strength of the security group on a monthly basis. At any time during the contract, the authority of the University may require for increase and decrease in the number of manpower as and when necessary.

7. Detail Scope of work: Duties & Responsibilities:

- a) The agency will provide protection of property and personnel of the University also in transit when so specified.
- b) Protect property/documents of the University against burglary (where loss is due to entry after breaking the any entry lock/door/window/grill).
- c) Protection of cash and documents, when so specified in transit.
- d) Regulate parking of vehicles in designated areas of the University.
- e) Prevent loss that is on account of lapse in access control measures at Gates of the University.
- f) Keep record of outgoing and incoming materials and prevent the movement of stores without University Gate Pass.
- g) Assist Visitors to meet desired person/Department and keep records of visitors in the Register of the University.
- h) Prevent defacing/damage to University property; buildings prevent Graffiti post pasting etc.
- i) Provide early warnings and alerts, mobilising trouble shooting elements, Quick response to mob gathering or mishaps etc, The security personnel should have knowledge of — dealing — with — operational procedure of Fire — safety mechanism/equipment at the University campus. The agency will also conduct periodic training in emergency drills and other safety drills, for security guards deployed at the University and University faculty/staff and students.

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7. The Security Guards will have the following minimum qualifications/standards:

- Have a minimum educational qualification H.S.L.C. Passed.
- Guards in the age group of 20-50 Years
- Be healthy, smart with good physical bearing.
- Be trained in handling standard firefighting equipment.
- Be able to maintain documents, verifying Identity cards/ visitor passes etc; as per the security guidelines of the Gurucharan University and the instructions of the staff of the Security Section.
- Should have knowledge in First Aid/driving/handling wireless equipment's/modern security gadgets etc.
- All Security Guards posted must be able to communicate in Bengali as well as in Hindi.
- They should be able to read/write in Bengali & English language.

8. In the absence (or) leave of any shift in-charge proper replacement shall be made in advance.

9. There may be some outsourced agencies like Housekeeping and Cafeteria etc. The security agency of Gurucharan University is required to co-ordinate with those agencies and shall be liable to offer support at the time of any emergency/hostile activity.

10. Discipline, dress and decorum of the guards will be the responsibility of the service provider. The guards shall be in proper uniform and shall conduct themselves to maintain peace and harmony in the University. The guards shall remain vigilant throughout their time of duty and shall be courteous with and helpful to the student community, the employees, the campus residents and visitors. The guards shall remain physically fit and mentally alert and in order to do so, no guard shall be allowed to continue on duty beyond one shift.

11. The Security personnel provided should be personnel of high integrity and confidence. A copy of the antecedent's verification certificate issued by the police about their staff or the security agency should be submitted to the office of Registrar, Gurucharan University, Silchar.

12. The service provider shall be responsible for all aspects of security or security related subjects in the University. He shall be working under the Registrar and shall ensure that guards requisitioned are positioned as per the timings and numbers.

13. The Agency should provide its personnel with seasonal and protective clothing, torches (with adequate supply of battery cells on a monthly basis), whistle, lathies, rain coats, gum boots and cycles as are normally required for patrolling by the Security personnel.

13. The service provider shall ensure rotation of guards at the particular post at least once in a month with prior permission and intimation.

15. The agency shall also have to ensure the general discipline of the guards and take up night checks as well as provide on the job training schedules for the guards to make them acquainted with the

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security requirements of the campus as per the academic and administrative schedule of the University.

16. Penalty will be imposed in case the guards are found sleeping on duty or performing duties for longer periods than the shift hours. Security Guards may also be asked to perform such other duties as may be essential for maintenance of security and discipline in the Campus. The agency shall ensure that the personnel deployed are not involved in any immoral act such as consumption of alcoholic drinks, paan, gutkha, smoking, loitering etc.

17. The Security Agency will be responsible for the safety of all the equipment, fixtures and any other property on the University campus. The agency will also have to inform the authorities about any pilferages noticed on the campus. The agency will be responsible for any theft and will be liable to make good the loss incurred.

18. The agency should be capable of integrating the existing technical gadgets which are held with the University, and ensure optimum utilization of the existing gadgets and systems with proper integration.

19. The agency will maintain a Daily Attendance Register which will be verified by the authorized person of the University.

20. The agency will provide additional manpower for specific functions like Convocation, Academic and Cultural programme, Sports event etc. to the University with the agreed rates.

General Terms & Conditions:

1. Conditional bid shall be outrightly rejected in the very first instance.
2. The agency, if selected, shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency after award of the contract.
3. The agency will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the University.
4. The agency shall appoint a fully qualified and competent single point of contact for dealing official correspondence. The selected agency will enforce quick response time, customer care, quality and grievance redressal mechanism etc., they will maintain service escalation systems.
5. The agency should ensure to maintain adequate numbers of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
6. The successful bidder shall furnish the following documents in respect of the manpower who will be deployed to Gurucharan University before the commencement of work:

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a) List of Manpower to be deployed by agency containing full details i.e. date of birth, marital status, address etc.

b) Bio-data of the persons with passport size photographs.

c) Certificate of verification of antecedents of persons by local police authority.

7. The selected agency shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, and identification mark etc.

8. Compliance of policy regulation viz., payment of Government minimum wages Act, employers liability Act, contract labour (regulation & abolition) Act, the workmen compensation Act, industrial dispute Act, maternity benefit Act, employee state insurance Act. Provident fund Act, miscellaneous provision Act and labour license of state government, as on the date in existence or revised/changes in the future, will be the sole responsibility of the Agency. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. Failure to comply with such statutory provision under laws will lead to imposition of fine by State Government machinery and summarily termination of contract and/or such other action as the state may deem fit. A copy of such compliances, statements, payments made to the statutory authorities etc. need to be submitted to the University.

9. The staff deployed by the Agency shall not be entitled for leave, claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of the University.

10. Even after termination of the contract also, the persons deployed by the Agency shall not be entitled to any such claims.

11. The selected agency shall also be liable for depositing all taxes, levies, GST etc. on account of service rendered by it to concerned tax collection authorities from time to time as per extant rules and regulations.

12. The engagement of personnel by the contracting agency will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in Gurucharan University.

13. Terms of Monthly Payment:

a) The agency will make the wage payment and statutory payments to its staff and then submit the invoice to Gurucharan University along with proof of payment with the following documents:

b) Current months Invoice.

c) Current months Acquaintance (Wage) Register duly signed by the individual contract Laborers.

d) Current months Attendance Register.

e) Current months ESI remittance challan with consolidate breakup details.

f) Current months EPF remittance challan, as applicable, with consolidated breakup details.

g) In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.

h) GST payment challan, B2B form to be submitted along with the bills.

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During the course of the contract, any increase in the minimum wages as announced by the State Government (and applicable increase in ESI, PF) is applicable for the staff employed by the agency, and corresponding increase in Agency's administrative charges will be borne by the University, subject to producing documents for disbursing the increased wages. The Agency needs to provide, details of its Bank Account number, name and address of the bank, Branch and Branch Code and IFS code etc., to facilitate payment through bank (digital payment).

TDS/Income Tax and penalties if any shall be deducted from the monthly bill.

14. Penalty

Deduction on account of unsatisfactory Security Services will be made from the monthly bill on the following grounds:

a) In case of shortage of manpower/absence of Guard from the post during duty Hours, an amount proportional to the shortage of mandays @ 10% of daily wage and corresponding effect will be Agency's service charge.

b) In case of non-maintenance of proper record in Register or lapse of services, maximum Rs.500.00 per day.

c) In case of non-payment to security personnel as per wage rates of Govt. or less payment to the guards than Actual man days as per monthly roster, the amount equivalent to short payment shall be deducted from monthly bill and corresponding effect will be Agency's service charge.

d) If mandatory rest days are not given to a security person, then for each such day overtime daily rate will be deducted from the monthly bill and paid to the person concerned.

e) In case of loss/theft/damage caused to University property and amount of such loss will be determined by the University authority.

f) In case of unforeseen or peculiar circumstances beyond the instances above, the decision of the University shall be final as far as imposition of penalty is concerned. The securities will not allow any unauthorised person to stay in the Gurucharan University premises. If at any time or during surprise check it is found that any unauthorised person is staying in the campus, the agency will be directly responsible and a financial penalty of Rs.2500/-per day will be imposed on and the same will be deducted from the monthly bill.

Gurucharan University will not be responsible for any injury, accident, disability, or loss of life to the Agency or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Agency. The Agency has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their pay roll and submit a proof to this effect.

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15. Any damages to the infrastructure facilities or the property of the University by the personnel of the service provider, they shall bear the responsibility of losses and shall replace the same on its own expenses / reimburse the full cost of the same.

In case, the security guards employed by the service provider commits any act of omission/commission that amounts to misconduct / indiscipline / incompetence, the service provider shall be liable to take appropriate disciplinary action against such guards, including their removal from duty in the Campus, if required by Gurucharan University. The service provider shall immediately replace any of its security personnel who are found unacceptable to the Gurucharan University because of security risks, incompetence, conflict of interest, improper conduct etc, upon receiving necessary orders from the competent Authority of Gurucharan University.

16. Gurucharan University authority reserves right to —

- Withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- Accept or reject any or all the bidders without assigning any reason whatsoever and the decision shall be final and binding on the bidder.
- Terminate the contract at any time without assigning any reasons by giving a one month notice to the contracting agency.
- Suitably increase / reduce the scope of work put to this bid. In case of any ambiguity in the interpretation of any of the clauses in the bidding document or the contract document, interpretation of the clauses by the Gurucharan University shall be final and binding on all parties.

17. Breach of Terms and Conditions:

Safe and secured service for property and controlling the movement of men, materials and vehicles in and out of the University is the essence of contract. If the quality of service rendered remains poor for a period of one month or more days in spite of communication from Gurucharan University, the contract may be terminated at the discretion of Competent Authority.

In case of breach of any terms and conditions as mentioned above, the Competent Authority shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by Gurucharan University in that event the security deposit shall also stand forfeited. If the services of the Agency are not found satisfactory or in case of breach of terms and conditions of the agreement, the Agency will be given warning notice and if the services are found still Unsatisfactory the contract may be terminated by giving one month notice. During notice period both parties will discharge their obligations.

In case the Agency is required to (or decide otherwise) to discontinue the contract, he/she should give at least two months' notice to Gurucharan University, and shall render the services till the alternate arrangements are made.

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18. Settlement of Dispute

Any legal dispute arising out of the contract as per this tender shall be exclusive jurisdiction of Cachar subject to the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

19. Force Majeure

The term "force majeure" shall mean, Act of God, war, revolt, riots, fire, flood and Act and regulations of the Government of India or any of its authorized agencies. In the event either party being rendered unable by Force Majeure to perform their obligations to be performed by them under this agreement, the party affected shall notify the other party in writing within 7 (seven) days of the occurrence of such alleged Force Majeure. Neither of the two parties shall be liable for any penalty payment during the period of force majeure.

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