SUMMARY OF BID QUALIFICATION REQUIREMENTS
Bid Form (To be filled in by the bidder)

1	Name of the bidder		
2	Address in full		
3	Contact details	Land phone : Mobile : Email :	
4	Name and designation of the authorised Signatory		
5	Whether bidder is a bonafide and recognized security agency (Yes/No) ?		
6	Details of EMD submitted along with the bid in favour of MD TRCMPU Ltd		
7	Details of experience criteria in 2022, 2023, 2024, 2025 and 2026 (No of institutions and guards engaged)**(proof to be enclosed)**		
8	Annual turnover of the firm during the last four years (Rs.) **2022-23, 2023-24, 2024-25, 2025-26. (proof to be enclosed)**		
9	Whether the Bidder was/is De- barred or blacklisted by TRCMPU Ltd/ KCMMF Ltd/ MRCMPU Ltd/ ERCMPU Ltd (Yes/No) in past 5 years		
10	1. EPF Registration Number 2. ESI Registration Number 3. PAN Number 4. GST Registration Number 5. Contract labor Registration Number 6. License Number as per state private Security Agency Rules 7. Performance Report of Existing clients (at least 2-format as per Annexure – A) 8. Undertaking as per clause (26) **(Attach copies of above document)**		

Documentary evidences for the bid qualification requirements are submitted along with this document and the details furnished above are true and correct.

Office seal

Signature of authorized signatory

Thiruvananthapuram Regional Co-operative Milk Producers' Union Ltd
Head Office, Ksheera Bhavan, Pattom, Thiruvananthapuram -695 004
Phone No: 0471-2447109, E-mail ID –trcmpuhrd@gmail.com

No. TRCMPU/HO/PER/36/I/37972/2026 Date: 14-11-2026

E-TENDER NOTICE

1. Thiruvananthapuram Regional Co-operative Milk Producers' Union Ltd. (TRCMPU Ltd) invites competitive offers from reputed and licensed security service providers for undertaking the security service by deploying security personnel **on piece rate, principal to principal, independent labour contract basis** for the various units of TRCMPU Ltd including Head Office. The security personnel deployed for security duties must be well-trained and adequately experienced. The contract will be for a period with effect **from 00.00 hrs of 16.12.2026 till 24.00 hrs of 15.12.2027** which may be extended for another period of one year as per the terms and conditions attached with this notification. Interested eligible Bidders may obtain further information from the HRD & Administration Department, Head Office of the Thiruvananthapuram Regional Co-operative Milk Producers' Union Ltd. (TRCMPU Ltd), Pattom Palace (PO), Thiruvananthapuram.
2. The bid shall be submitted in two cover system consisting of technical bid and price bid. The price bid of those who qualify in the technical bid only will be opened.
3. Detailed terms and conditions are contained in the bidding document of the above work which is uploaded in the Kerala Government e-portal www.etenders.kerala.gov.in

a. Tender reference No : No. TRU/PER/36/2026-27
b. Estimated cost : Rs. 170 Lakhs for 12 months
c. Tender download : Can be downloaded from the Website www.etenders.kerala.gov.in

d. EMD : Rs.1,00,000(One Lakh only)
e. Cost of tender form : Rs.1,180.00 (Inclusive of GST)
f. Documents publish date : 14.11.2026, 16:00 hrs.
g. Bid submission closing date: 28.11.2026, 16:00 hrs.
h. Bid opening : 30.11.2026, 16:00 hrs.
i. Bid validity : 105 days from 30.11.2026

WILSON M J

Digitally signed by WILSON M J
Date: 14-11-2026 16:41:56

MANAGING DIRECTOR(MDO-THO)

TERMS AND CONDITIONS OF CONTRACT FOR SECURITY SERVICE CONTRACTOR/AGENCY/PROVIDER

1. **ELIGIBILITY CRITERIA**

a. The Security Service Contractor / Agency/ Provider should have necessary licence from the competent authority (District Labour Officer – Enforcement) under the Contract Labour (Regulation and Abolition) Act 1970 to provide services of security guards on contract basis and shall be uploaded with the tender.
b. The Security Service Contractor / Agency/ Provider should have valid EPF registration, ESI registration, GST registration and independent EPF and ESI code numbers and shall be uploaded with the tender.
c. The Security Service Contractor / Agency/ Provider should have PAN number of Income Tax Department and latest Income Tax Return acknowledgement and shall be uploaded with the tender.
d. The Security Service Contractor / Agency/ Provider should also have private security agency licence issued by the Home Department of the Govt. of Kerala. In case the security licence is yet to be issued, expired or to be expired, a copy of the acknowledgement of receipt of application submitted to the Home Department Government of Kerala should be uploaded along with the tender.
e. The Security Service Contractor / Agency/ Provider should have at least five years' of experience in the field in providing Security service on contract basis in reputed organisations/institutions and the proof of the same (experience certificate) shall be uploaded with the tender. TRCMPU Ltd may send confirmation letters/mails to this institutions/organisation if required to confirm the quality of the service.
f. As on 01.10.2026, the Security Service Contractor / Agency/ Provider should have minimum of 100 Security Guards deployed in various organisations of repute and the list of the organizations shall be uploaded with the tender.
g. The bidder's annual financial turnover from providing security services in the same name and style during the last four years (FY 2025 -26, 2024-25,2023-24,2022-23) shall not be less than Rupees Five crore per annum and the proof of the financial turnover of the last four years (Chartered Accountant Certified Statement of last four financial year's Revenue from Security Operations and Certified P&L statement along with Balance Sheet for the last four financial year's) shall be uploaded along with the tender.
h. The Security Service Contractor / Agency/ Provider shall have registered office in the state of Kerala having facility to generate invoice.

i. Proof of the above eligibility criteria shall be uploaded along with the tender, failure of which will lead to disqualification of the tenderer.

One hard copy of whole other important documents (OID) uploaded by the bidder along with the tender document (except price bid) duly signed and sealed shall be sent to this office by courier/registered post/by hand before the opening date of the tender. The envelope containing other important documents shall be super scribed "Technical documents for providing Security Service" along with detailed address of the bidder on the left bottom side of the envelope.

2. **DOCUMENTS**

The documentary evidence of the Bidder's qualifications to perform the Contract if its bid is accepted shall be established to the TRCMPU's satisfaction. To this end, all bids submitted shall include the following information.

a. Private security agency license issued in the name of the bidder by the Home Department of the Govt. of Kerala (PSARA). (In case the security license is expired or to be expired, a copy of the acknowledgement of receipt of application submitted to the Home Department Government of Kerala shall be uploaded).
b. Documentary evidence to prove five years' experience in the field of providing Security service on contract basis in reputed organizations / institutions.
c. License from the District Labour Officer – Enforcement under the Contract Labour (Regulation and Abolition) Act 1970 to provide services of security guards on contract basis.
d. EPF, ESI, GST registration certificates of the bidder along with latest copy of ECR (EPF) and contribution details (EPF &ESI).- Code allotting letter of ESI & EPF , GST Registration Certificate and ECR Statement & ESI statement.
e. Signed copy of latest Income Tax Acknowledgment and PAN card.
f. Chartered Accountant Certified Statement of Last Four Financial year's Revenue from Security Operations and Certified P&L statement for the last Four financial years. (FY 2025-26, 2024-25, 2023-24, 2022-23). Annual turnover during the last Four years shall not be less than Rs.5 crore per annum.
g. Performance reports of the bidder from Existing clients of repute– at least two. - Experience certificate as per the format provided in end of this document as Annexure A.
h. Postal Address of Registered office of the bidder -Certificate of Registration of shops and commercial establishments or any of the Proof – BSNL, KSEB, Water Bill etc.
i. Tender document (except price bid) duly signed and sealed in all pages.
j. Duly signed undertaking along with official seal as per the format furnished in the clause no.26 of the tender document along with Bid

Form.

k. Authorized signatory information - In the case of a Company; the extract of the decision of the Board of Directors of the Company duly attested & signed by the appropriate authorities shall be provided along with OID. In the case of Partnership Firm; copy of the partnership deed shall be provided along with OID.

Note : Documents as stated in clause No.2 of tender document can be submitted in hard form in sealed cover at TRCMPU Ltd head office and contents will be verified only after the opening of Technical Bid. This is an alternative to Courier Service/ India Post. An acknowledgment will be issued by the authorised officer of HRD&ADM Department stating that a sealed envelope from the concerned Security Service Contractor / Agency/ Provider is received at TRCMPU Ltd, HO and the documents inside the envelope is not verified by TRCMPU Ltd.

3. **DISQUALIFICATION**

a. Those Security Service Contractors / Agencies/ Providers who were awarded the security contract by TRCMPU Ltd. during previous years and who were unable to operate the contract successfully and those who have been black listed by KCMMF Ltd/ MRCMPU Ltd/ ERCMPU Ltd/ TRCMPU Ltd are not eligible for being awarded this contract.
b. Those Security Service Contractors / Agencies/ Providers who do not submit along with the tender, copies of documents to prove experience, possession of registrations / licenses / PAN number / Licence from Home Department / Acknowledgement given by the Home Department for licence application etc mentioned in Sl. No.2 above and eligibility criteria Sl. No.1 above, are not eligible for being awarded this contract.
c. The tender should be submitted for providing security service to all units specified in Clause 5 of this document and any offer not covering all the units will be summarily rejected.
d. If the financial feasibility statement sought in the last para of clause no. 24 of the tender document is not provided by the successful bidder. And if the statement of financial feasibility statement submitted by the successful bidder is not justifiable as far as TRCMPU Ltd is concerned.
e. Rejection of Bids with NIL Service Charges: If a bidder quotes "NIL" charges, zero consideration, or an unrealistically negligible profit margin/service charge in the financial bid, the bid shall be treated as non-responsive. Such bids will be automatically rejected outright without any evaluation and without assigning any reasons whatsoever to the bidder.

4. **SCOPE OF SERVICES**

The Security Service Contractor / Agency/ Provider shall be completely responsible for protecting the properties, assets and interests of TRCMPU Ltd. For this purpose, the Security Service Contractor / Agency/ Provider will carry out the following activities/functions.

a. Checking and verifying all incoming and outgoing vehicles to/from the company and control its movements within the campus including issuance of Gate Pass.
b. Recording details of all incoming and outgoing vehicles, visitors in the Inward/Outward Registers/Computer and provide guidance to them.
c. Ensuring compliance of punching system by the employees and recording of in/out movement of employees/officers in the register or in the software kept for the purpose.
d. Verification and confirmation of the despatch of all products of the company in person at the despatch dock itself. Any discrepancies noticed should be referred to responsible Unit officers and got corrected then and there. It should then be reported in writing to the Security Supervisor who will report the matter to the Head of Unit with his remarks.
e. Verification and confirmation of the stock/account of outgoing and incoming containers (viz. Milk cans, Milk trays etc.) then and there and maintenance of its register/computerised accounts and submission of report on discrepancies then and there to the Head of production department in Dairy Units.
f. Return of milk, milk products and other materials shall be properly accounted and any abnormal return of products/materials shall be reported to the concerned Section then and there.
g. Preparation and up-to-date maintenance of all registers and submission of reports to Unit heads/authorised officer directly.
h. Handling of the operator console of the telephone/ communication system in exigencies/as per requirement and answering outside calls in a positive/Polite manner after referring to authorised Officials wherever required.
i. Recording and monitoring of details of all outgoing and incoming articles of the Unit by employing proper systems especially by managing electronic devices / gadgets compatible to the operation of software.
j. Carrying out watch and ward functions on the premises of the Units.
k. Keeping the Dairy, factory and/or office premises under lock and key after Dairy/factory/office hours, shall be the safe custodian of keys.
l. Confirmation and re-verification of the despatched vehicles at the Gate to confirm the item and quantity despatched. The Security Supervisor re - verify at least (10) vehicles randomly in a week and shall record the matter in a separate register.
m. Internal investigation of thefts, pilferages, etc and acting as

Management Witness in case of legal issues arising out of security related matters.

n. Prevention of entry of persons in an intoxicated condition into the Dairy/ Office compound by using alcohol detectors or other devices.
o. Ensure all pandemic protocols declared by Government/Concerned authorities from time to time are followed in the premises.
p. Any other duty and responsibility entrusted to them by Unit Head/Authorized Officer of TRCMPU Ltd, that have security surveillance in nature.

5. UNITS AT WHICH SECURITY SERVICES TO BE PROVIDED

The Security Service Contractor / Agency/ Provider has to undertake the security arrangements in the following Units of TRCMPU Ltd as scheduled below:

Unit	**No of 8 hours duty required per day**		**Duty Timings**
	Security Supervisor/Head Guard	Security Guard	
Thiruvananthapuram Dairy	1	15	24 hrs
Pathanamthitta Dairy	1	7	24 hrs
Kollam Dairy	1	8	24 hrs
Mannar P&I Office	0	3	24 hrs
Alappuzha Marketing Cell	0	3	24 hrs
Head Office	0	3	24 hrs
Kandala Hub	0	3	24 hrs
Total	**3**	**42**	

The existing number of 8 hours duty points for Security Supervisor/Security Guard is indicated in the above table. There can be variation in number of duty points and units based on the actual requirement of the Organisation.

TRCMPU Ltd reserves the right to make slight changes in the units, based on opening of new units or closing of existing units as and when decided by the Management and the Security Service Contractor / Agency/ Provider shall adhere to it. Whenever additional requirements arises in any of the units other than mentioned in the above table, Security Service Contractor / Agency/ Provider is liable to supply the Security Supervisor / Security Guard at the same rate as per the contract.

6. ADHERANCE TO FOOD SAFETY NORMS

Since all the Dairies under TRCMPU Ltd is adhering to food safety norms prescribed under the Food Safety and Standards Act 2006 and Food Safety Management System, the Security Supervisor /Security Guard engaged by the Security Service Contractor / Agency/ Provider shall have to undergo the routine medical examinations conducted by the Dairies/Units. The expenses for the same will be deducted from the Security Bill of the concerned month. The Security Service Contractor / Agency/ Provider shall replace Security Supervisor /Security Guard who does not meet the medical standards prescribed. All the security personnel shall adhere to all the health & hygiene policies maintained in Units.

7. WORKING HOURS & PLACE

Security Service Contractor / Agency/ Provider shall provide security arrangements for all the 24 hours of the day or as per the requirement of TRCMPU Ltd with a batch of guards and one Security Supervisor for manage Units viz. Thiruvananthapuram Dairy/ Kollam Dairy/ Pathanamthitta Dairy or as per instructions, given by the respective Unit Heads of TRCMPU Ltd. **The working schedule of the security personnel will be 8 hours a day.** The Security Service Contractor / Agency/ Provider shall provide properly trained Security personnel. The guards assigned shall be able-bodied persons with unblemished and creditable record of service. Necessary records should be produced / maintained by Security Contract Agency for verification of details of each guard so posted. The Security Guards so engaged should have adequate knowledge to deal with his job requirements. They should have at least matriculation qualification with basic knowledge of computer operation so as to enable them to maintain the computerised records. If required Security Service Contractor / Agency/ Provider shall provide police verification reports of the security personnel deployed if demanded by TRCMPU Ltd.

8. UNIFORMS AND EQUIPMENTS

The Security Service Contractor / Agency/ Provider shall be entirely responsible for supply of uniforms, raincoats, boots, umbrellas, torches, cells, masks and other kit (as required) in respect of all the security personnel deployed and TRCMPU Ltd shall have no responsibilities what so ever to meet the cost of any such article or make any related arrangements.

The proposed uniform pattern is as furnished below:

Categories of Security Personnel	Colour of Uniform	Epaulet/ Shoulder strap of Navy Blue color	Belt	Socks	Shoes	Tie	Cap	Lanyard

Security Supervisor	Sky Blue Shirt/ Navy Blue Pants	With three Star	Black	Black	Black	NA	Black	Black
Security Guard	Sky Blue Shirt/ Navy Blue Pants	No Star	Black	Black	Black	NA	Black	Black

- In the cap & uniform (shirt) of the Security personnel, the name of the Security Service Contractor / Agency/ Provider shall be inscribed along with the emblem.

9. **REMUNERATION AND OTHER STATUTORY OBLIGATIONS**

a. The Security Service Contractor/Agency/Provider should pay the wages (Basic + VDA) Other allowances (Uniform Allowance, Washing allowance, Night duty allowance etc) to the Security Supervisor /Security Guard for 8 hours daily duty (proportionate to monthly wages) as specified in the Minimum Wages Act as per the G.O.(P).No 38/2017/LBR, dated 09.05.2017 (This rate will be applicable for off day reliever also) and also liable to pay the wages (Basic + VDA) as and when the revision in Minimum Wages under the Minimum Wages Act or revision in VDA. TRCMPU Ltd shall bear the additional expenses only to tune of the proportionate increase in the minimum wages (i.e. revision in the G.O.(P).No 38/2017/LBR, dated 09.05.2017) and the rates of 8 hours duty will be amended incorporating the proportionate increase in wages subject to the approval of the Board of Directors of TRCMPU Ltd.

b. The Security Service Contractor / Agency/ Provider shall also remit the employer's contribution of EPF, ESI and EPF administration charges and any other statutory payment of the Security Guards/ Security Supervisor to the concerned authorities under the various Acts or statutes. The Security Service Contractor/Agency/Provider is bound to pay statutory Bonus as per the laws of the land.

c. Security Service Contractor / Agency/ Provider should have permanent E.P.F. Code, E.S.I Code etc, and TRCMPU Ltd. shall have no liability whatsoever arising under Workmen's Compensation Act or any of the statutes under the Act and there shall be no employer-employee relationship between TRCMPU Ltd. and the security personnel engaged by the Security Service Contractor / Agency/ Provider in the premises of various units of TRCMPU Ltd. Provided, however in case of any default of any payments arising under the EPF, ESI, Workmen's Compensation Acts or any other Act, and if TRCMPU Ltd. is called upon to pay any amount due under the said Acts, the Security Service Contractor / Agency/ Provider shall reimburse that amount so expended by TRCMPU Ltd without demur

or the same shall be recovered from any amount payable to the Security Service Contractor / Agency/ Provider. The Security Contract Agency shall arrange coverage of security personnel under Workmen Compensation policy (Employees Compensation Policy) in the non-implemented areas under the ESI Act.

d. Monthly payments will be released in full only after producing following documents before the Unit Heads concerned in respect of payment of wages and remittance of ESI/EPF contribution etc by the Security Contract Agency in respect of his security personnel deployed in TRCMPU Ltd. TRCMPU Ltd shall not be responsible for maintaining statutory records and registers, furnishing statutory returns etc with regard to the employees of the Security Service Contractor / Agency/ Provider. The above activities will be the responsibility of the Security Service Contractor / Agency/ Provider.

e. **Documents to be submitted along with monthly Bill**

- Invoice of the respective month - Unit wise with PAN, GST No., No. of eight hours' duty, No. of days of the respective month, rate and total amount.

  a. In case of Security Service Contractor / Agency/ Provider registered with GST has to provide unit wise GST invoice as provided in the work order.

  b. In case of Security Service Contractor / Agency/ Provider is other than a body corporate, TRCMPU will pay GST under reverse charge mechanism.

  c. TDS under section 194C (1% or 2%) as specified in the Act will be deducted from the payment and TDS certificate will be provided.

  d. In case of specified persons under section 206AB and 206CCA such higher rate will be deducted from the payment and TDS certificate will be provided.

- ECR statement (EPF) of the respective month.
- EPF Challan of the respective month.
- EPF payment confirmation slips of the respective month.
- Details of employees in ESI with the uploaded challan details
- Payment confirmation from ESI portal of the respective month.
- Self-declaration of wage dispensing details with breakup of wages in the letter head of the agency (Name of the employee, Designation, Gross Wages, Deduction (item wise) and Net payable).
- Bank statement of the agency with the wage dispensing details.

f) The Security Service Contractor / Agency/ Provider hereby undertakes to indemnify the Union against all claims which may arise under the under noted Acts:

a. The Minimum Wages Act 1948
b. The Workmen's Compensation Act 1923
c. The Payment of Wages Act 1963
d. The Payment of Bonus Act 1965, The Payment of Bonus (Amendment) Act 2015.
e. The Contractor Labour (Regulation and Abolition) Act 1970.
f. Employees Pension Scheme 1995.
g. Inter State Migrant (Regulation of employment and condition of service) Act 1979.
h. The Employees Provident Fund and Miscellaneous Provisions Act 1952.
i. The ESI Act of 1948.
j. The Goods and Service Tax Acts.
k. Any other Act or statute not herein above specifically mentioned but having bearing over engagement of workers directly or indirectly for execution of work.

g) The Security Service Contractor / Agency/ Provider shall arrange adequate / statutory safety requirements in the case of Security personnel so deployed. The Security Service Contractor / Agency/ Provider is fully responsible for the safety aspects of the security personnel so deployed.

10. DEPLOYMENT OF SECURITY GUARDS & REPLACEMENT

The following are the categories of Security Personnel required:

1. **Security Supervisor (Head Guard)**: Shall be responsible for managing and overseeing performance of security guard. He shall be responsible for maintaining records and preparing reports on security activities, incidents and issues. He shall be responsible for conducting risk assessments and making recommendations for security improvements.
2. **Security Guard**: Security Service Contractor / Agency / Provider will immediately replace any Security Personnel falling sick or proceeding on leave at no additional expense to TRCMPU Ltd. On occasions due to paucity of Security Personnel, Security Service Contractor / Agency/ Provider shall see to it that no post is left unmanned and that the remaining security personnel shall perform extra duties as per the statues, the cost of which shall be borne by the Security Service Contractor / Agency/ Provider. Further, if the performance of security personnel provided is not satisfactory (as determined by the unit head concerned), then he has to be immediately replaced by the Security Service Contractor / Agency/ Provider, then and there. Though the Security Personnel may be allowed to do some extra duty including leave/off duty, the Security Service Contractor / Agency/ Provider shall ensure that the number of security personnel is not

less than 2/3rd of the required minimum number of Security Personnel that are needed to perform the number of 8- hour duties assigned for that concerned unit.

The Security Personnel to be deployed shall be within the age between 35 to 60 years. In exceptional circumstances the security personnel aged more than 60 years can be considered subject to submission of certificates from registered Medical Practitioners (Modern Medicine) certifying that they are mentally and physically fit for performing duty.

No Security Personnel aged more than 65 years shall be permitted to be deployed in any of the units.

The Security Supervisor and Security Guard shall be compulsorily Ex- Servicemen (Retired from Indian Armed Forces with at least five years' experience).

The Security Service Contractor / Agency/ Provider shall provide properly trained Security personnel. The security personnel assigned shall be able-bodied persons with unblemished and creditable record of service including Police verification if required. Necessary records shall be produced before the designated authorities of TRCMPU Ltd (will be specified in work order) and the same shall be maintained by Security Service Contractor / Agency/ Provider for future verification of details of each Security Guard/Security Supervisor so posted.

The security Personnel so engaged shall have adequate knowledge to deal with his job requirements. They should have at least matriculation qualification with basic knowledge of computer operation so as to enable them to maintain the computerised records. The security personnel engaged shall wear neat and tidy as well as pressed uniforms.

11. TRAINING

The new Security Personnel engaged by the contractor shall undergo training, prior to their engagement date in the units in which they are proposed to be engaged. A two days' awareness training shall be arranged by the security agency and the wages of the security personnel during these two days of training shall be borne by the Security Service Contractor / Agency/ Provider. This shall be applicable in case of the security personnel, those who have no experience in security service. In case of security personnel who have adequate experience in security service instead of two days training awareness, session of two or three hours' duration shall be conducted.

12. THEFT

In case of any theft of the TRCMPU's property or damage to the same during the tenure of the Security Contract Agency, TRCMPU Ltd will file a case with the police and the Security Contract Agency shall undertake to depute their investigators to conduct a preliminary enquiry and will submit

their report on the findings and follow up the case with the police. In such cases the security contractor will also be liable to pay to the TRCMPU Ltd a penalty amount as fixed by the Unit Head/Managing Director.

13. ROTATIONS

The guards will be rotated after every six months or as per the directions of the Unit Head/ MD TRCMPU Ltd. at the expense of Security Service Contractor / Agency/ Provider.

14. WITHDRAWAL OF PERSONNEL

Security Service Contractor / Agency/ Provider should withdraw Security Personnel immediately on termination of the contract or otherwise on the instructions of authorized officers TRCMPU Ltd. Whenever any misconduct is noticed on the part of the personnel engaged by Security Service Contractor / Agency/ Provider, then the same on report by TRCMPU Ltd. shall be looked into and appropriate disciplinary action shall be taken by the Security Service Contractor / Agency/ Provider and if necessary such person shall be replaced by a suitable hand.

15. MODE OF PAYMENT

The bills with all necessary enclosures shall be submitted to the Unit Heads by the Security Service Contractor / Agency/ Provider before the 10^{th} day of the succeeding month. Monthly payment pertaining to the contract will be made by cheque or through online transfer to the Bank Account of the Security Service Contractor / Agency/ Provider within 10 days of submission of the bill along with the copies of the wage register and the EPF and ESI remittance challans of the respective month and other documents stipulated in the clause No.9(e) of this tender document, to the concerned Unit Heads. TDS if applicable will be deducted from the monthly bill amount. In case of any violation in the tender conditions, the bill amount will not be released.

16. PERIOD OF VALIDITY OF THE CONTRACT

The security service contract will be valid for a period of **one year** from the 00.00 hrs of **16.12.2026** or from the date of starting of contract. If the Security Service Contractor / Agency/ Provider tends to withdraw or all of a sudden withdraws from the contract before the maturity period, the TRCMPU Ltd. shall have the right to make alternative arrangements and the excess cost to be paid in this case and damages if any, thereby incurred by the Union for the completion of the balance period of contract shall be recovered from the contractor. If the Security Service Contractor /

Agency/ Provider is not fulfilling any of the terms and conditions of Work order/Agreement, TRCMPU Ltd has the right to terminate the contract without prior notice. **TRCMPU Ltd reserves the right to extend the contract for a period one year or for a period agreed by both the parties** from the date of expiry of the contract mentioned in the work order/Agreement if the performance and service is found satisfactory and the Security Service Contractor / Agency/ Provider shall undertake the contract during the extended period on the same rate and the terms and conditions of the work order/agreement.

17. **AGREEMENT**

The successful bidder will have to execute an agreement in Rs.500/- non-judicial stamp paper stipulating all terms and conditions with the Managing Director, TRCMPU Ltd., within the date prescribed in the Work Order, failing which it will be assumed that the Security Service Contractor/ Agency/ Provider is not interested in the security contract and necessary action will be taken to cancel the contract without any notice. In such case the earnest deposit remitted by the Security Service Contractor / Agency/ Provider will be forfeited to the Union as per the prevailing rules and regulations of e - tender.

18. **DEPOSIT**

The Security Service Contractor / Agency/ Provider have to deposit an amount of **Rs.800000/-** (Rupees Eight Lakhs only) towards security deposit for the due fulfilment of the obligations of the agency under the contract. The deposit shall be made within 7 days of issue of the work order via e-payment mode to the bank account of **AXIS BANK, PATTOM BRANCH, ACCOUNT NO 909010033186961, IFSC Code UTIB0000113** favouring **TRCMPU Ltd.** The security deposit will not carry any interest. The Security Deposit will be forfeited in favour of TRCMPU Ltd. in case of any violation of the terms and conditions or abandoning of the contract as per Clause No.16 of this tender document.

19. **IDENTITY**

The Security Service Contractor / Agency/ Provider shall provide in writing the name and address of all the Security Personnel posted in the Unit with relevant records of educational qualification, copy of Aadhaar Card or any other Government ID, copy of certificate of matriculation to prove age, military service records of the Security Personnel (if applicable) to the Unit Head concerned, prior to the date of starting of the contract. The name address and all the above particulars of the new Security Personnel who joins duty during the course of the contract shall also be provided in writing to the Unit Head at least two days before such new security personnel joins duty.

The Security Service Contractor / Agency/ Provider shall also provide Identity Cards to the Security Personnel engaged by the Security Service Contractor / Agency/ Provider. The Security Personnel shall exhibit name tags on their shirt for identification of the person.

20. **INSPECTION**

The Security Service Contractor / Agency/ Provider shall arrange for periodical surprise inspection of functioning of the security personnel by higher officials to ensure sustained efficiency and where necessary prompt remedial measures for improving the security services shall be made by him. An inspection report shall be submitted to the Managing Director by the Security Service Contractor / Agency/ Provider once in every four months. The Security Service Contractor / Agency/ Provider shall attend to the grievances of the security personnel promptly and resolve the issues then and there at the earliest.

21. **GENERAL CONDUCT**

The Security Service Contractor / Agency/ Provider shall ensure that the security personnel shall not befriend the employees of TRCMPU Ltd/employees of the TRCMPU's contractors or the contractors themselves. The Security Service Contractor / Agency/ Provider and the security personnel shall not involve themselves in any activity/activities prejudicial to the interest of TRCMPU Ltd. Close relatives of employees of TRCMPU Ltd (close relatives of an employee are their Husband, Son, Brother and Father). or the contractors of the TRCMPU Ltd or the employees of contractors of TRCMPU Ltd shall not be engaged as Security Personnel by the Security Service Contractor / Agency/ Provider.
The Security Personnel shall not:

a. Accept illegal gratifications or gifts from either the employees of the TRCMPU or contractors engaged by the TRCMPU or employees of contractors or from any other person/s or visitors or any person/organization/ company who have relation with TRCMPU Ltd.
b. Indulge in trading or money lending within the TRCMPU's Campus.
c. Indulge in smoking, drinking of alcohol or be in possession of narcotic drugs.
d. Engage in idle gossip while on duty.
e. Cooking in the security cabin or any other place inside the premises of the Units/Offices.
f. Use mobile phones for viewing Social media while on duty.

22. IMPLEMENTATION OF NEW LABOUR CODE AND WAGE REVISION – CONDITIONAL NEGOTIATION AND REVISION

In the event that the Government of Kerala implements a new Labour Code during the contract period, the Management reserves the right to initiate financial negotiations with the Lowest Evaluated Bidder (L1). The parties may mutually agree to revise the contract rates to reflect the mandatory statutory changes in labour wages, benefits, or working conditions.

If a mutual agreement on the revised wages is not reached within a reasonable timeframe, or if the Management deems the financial impact unfeasible, the Management reserves the absolute right to terminate the contract.

Termination under this clause will require a mandatory three (3) months' written notice to the contractor. During this three-month notice period, the contractor is obligated to continue providing all services uninterrupted under one of the following financial terms, at the sole discretion of the Management:

Temporary interim wages (according to the revision of minimum wages), as specifically determined and authorized by the Management, shall be paid to their Security Personnel by the Security Service Contractor / Agency/ Provider during the notice period.

The amount so determined by TRCMPU Ltd towards the difference of wages shall be paid additionally by TRCMPU Ltd subject to the prior approval of the Board of TRCMPU Ltd.

If the contractor fails to maintain full service delivery or halts work during the three (3) months' transition notice period, the Management shall levy a daily penalty equivalent to 1% of the total monthly contract value for each day of default.

Any disruption, unauthorized reduction in manpower, or total stoppage of work by the Security Service Contractor / Agency/ Provider during this transition period will result in the immediate and total forfeiture of the Security Deposit held by the Management. In addition to financial penalties, the Management reserves the right to Source the services from an alternative agency at the contractor's risk and cost and Debar or blacklist the contractor from participating in all future tenders of the organization for a period of 3 years.

23. MODIFICATION OF TERMS AND CONDITIONS

TRCMPU Ltd. and the Security Service Contractor / Agency/ Provider shall be at liberty to add, delete or amend any of the terms and conditions contained above by mutual consent.

24. MODE OF QUOTING RATES

The Security Service Contractor / Agency/ Provider shall quote best of their competitive rates in BOQ of the Tender. Bidder shall quote rate for Eight hours duty per Security Supervisor and Security Guard separately in the respective rows in BOQ. The rate shall cover all the expenses including wages as per Minimum wages Act (G.O.(P). 38/2017/LBR, dated 09.05.2017), VDA (as per the consumer price index of Trivandrum (August 2026) Published by Department of Economics & Statistics, GOK), statutory Bonus (The Payment of Bonus (Amendment) Act 2015), all types of reliever cost, employers contribution of ESI and EPF and operational expenses, all applicable statutory expenses (Uniform Allowance, Washing allowance, Night duty allowance etc), taxes etc. and considering all other related expenses. Nothing will be paid extra.

The Minimum Wages for Security personnel shall be considered as per the G.O.(P). 38/2017/LBR, dated 09.05.2017 and against the category detailed below against the designation furnished in clause 10 of this document:

Designations	Category as per G.O.(P). 38/2017/LBR, dated 09.05.2017	Monthly Rates of Minimum Wages (Basic Wages)
Security Guard	Security Guard (unarmed)	10170-200-11170-250-12420
Security Supervisor	Head Guard	12230-250-13480-300-14980

Successful bidder shall be liable to provide a statement of financial feasibility showing the split-up details of components of the rate offered such as wage portion, ESI/ EPF/ Off reliever/ cost of uniform/ allowances and other related items /taxes /Operational Expenses etc. immediately on information from this office.

25. SPECIMEN FOR QUOTING RATES BOQ

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
		Minimum		

Sl. No.	Category of Security Personnel	amount to be paid to the security agency by TRCMPU Ltd for 8 hours duty in Rs. (inclusive of wages all statutory payments and all types of Operational Expenses except GST) Refer Clause No.24 of NIT	TOTAL AMOUNT Without Taxes Rs. Ps	TOTAL AMOUNT In Words
1.01	Security Guard (unarmed)	A1		
1.02	Security Supervisor (Head Guard)	B1		

The Bidder should fill the rows noted as A1, B1, which is the rate of 8 hour duty (all-inclusive except GST).

25A. EVALUATION OF PRICE BIDS AND DETERMINATION OF L1

1. **Basis of evaluation.** Price bids will be evaluated on the **Total Evaluated Price (TEP)** per day. This is the weighted sum of the two rates quoted in the BOQ (Clause 25), using the number of 8-hour duties per day shown in Clause 5: TEP = (A1 × 42) + (B1 × 3) where
   - A1 = quoted rate (excluding GST) for one 8-hour duty of Security Guard
   - B1 = quoted rate (excluding GST) for one 8-hour duty of Security Supervisor (Head Guard)
   - 42 = total Security Guard duties per day (Clause 5)
   - 3 = total Security Supervisor (Head Guard) duties per day (Clause 5)
2. **Determination of L1.** The responsive bidder with the lowest TEP will be declared L1. Rates will not be evaluated separately. A bidder is not required to be the lowest on both A1 and B1.
3. **Weights for evaluation only.** The weights in para 1 are fixed for comparing bids. They do not limit TRCMPU Ltd’s right under Clause 5 to vary the number of duties or units during the

contract. Payment will be made on the actual number of duties performed at the rates quoted by the bidder.

4. **Rates are binding individually.** The contract will be awarded to L1 at the A1 and B1 rates it quoted. Each rate will be applied separately for billing, for additional duties under Clause 5 and for the extension period.
5. **Minimum rate.** Each of A1 and B1 must be sufficient to cover the minimum wages (Basic + VDA) under Clause 9(a) and all statutory contributions, bonus, reliever cost and other components listed in Clause 24. A bid in which either rate is below this level, or is NIL or zero, will be treated as non-responsive under Clause 3(e).
6. **Ties.** A tie means two or more responsive bidders with the same TEP. Such ties will be resolved only under Clause 30.
7. **Rates are quoted excluding GST.** GST will not form part of the evaluation and will be paid as per Clause 9(e).

26. **DECLARATION BY THE SECURITY SERVICE CONTRACTOR/ AGENCY/PROVIDER**

The Security Service Contractor / Agency/ Provider shall upload the undertaking in the following format along with other documents to upload.

DECLARATION
(to be printed in Letter head)

I/We have carefully read the terms & conditions of contract as contained in the Tender Notice/document No……
Dated……and agree and accept to abide by them. I/we also agree to the forfeiture of the Security/Earnest Money, if I/We fail to fulfil any of the conditions of the terms and conditions of the contract.

Signature of the Authorized person & Seal of the Security Service Contractor/ Agency/Provider

27. **INDEPENDENT CONTRACTING AGENCY**

The Security Service Contractor / Agency/ Provider is engaged as an independent contractor and nothing in this contract is intended to create an employer/employee relationship or any relationship other than that of independent contractor.

The Security Service Contractor / Agency/ Provider shall perform its duties hereunder as an independent contractor and not as employee. Neither the Security Service Contractor / Agency/ Provider nor any agent or employee of the Security Service Contractor / Agency/ Provider shall be deemed to be an agent or employee of the TRCMPU Ltd. The Security Service Contractor / Agency/ Provider shall pay all legal dues applicable under labour laws and Tax laws in force on any amount paid/payable in pursuance to the contract. Security Service Contractor / Agency/ Provider and their employee are not entitled to any of the benefits entitled to the employees of the TRCMPU Ltd. The Security Service Contractor / Agency/ Provider shall have no authorization, expressed or implied to bind the TRCMPU Ltd to any agreements, liability or understanding except as expressly set forth herein. The Security Service Contractor / Agency/ Provider shall provide and keep in force Employees Compensation Insurance policy required by law and shall be solely responsible for the Acts of the Security Service Contractor / Agency/ Provider its employees and agents.

28. MODALITIES OF CONTRACT

This contract is of the nature of service contract for a specified period, on a rate contract and not labour contract.

29. GENERAL

The rates are firm including all taxes, all statutory liabilities and duties and no escalation would be paid / entertained during the entire period of contract. Exception is there only when there is revision in the Minimum Wages under the Minimum Wages Act (revision of G.O.(P).No 38/2017/LBR, dated 09.05.2017) and implementation of new Labour code referred in the clause No.22 of this tender document.

30. TIE-BREAKING MECHANISM AND EVALUATION CRITERIA

In the event that two or more responsive and qualified bidders submit an identical lowest financial quote (L1 Bid), the successful bidder shall be determined strictly in accordance with the sequential parameters detailed below.

No further negotiation on terms or prices shall be permitted, except as explicitly provided in this clause.

Step 1: In the event of a tie in the absolute financial quotes among qualified L1 bidders, the bidder achieving the highest total Technical Evaluation Score (calculated during the technical evaluation cover based on verified parameters such as years of experience, quality certifications, number of guards on roll, and financial turnover) shall be declared the successful L1 bidder.

Technical Evaluation Cover

Technical Evaluation Cover will be base on the following parameters:

Years of experience		Score
5 - 10	-	10
Above 10-15	-	20
Above 15	-	30

Quality Certification		
ISO 9001 : 2015	-	10
ISO 18788:2015	-	20

Number of guards on roll as on 01.10.2026		
101 - 200	-	10
201 - 300	-	20
Above 300	-	30

Financial Turnover in crores (Last three years' average)		
5 - 10	-	10
10- 20	-	15
Above 20	-	20

Step 2: If a tie still persists after evaluating the Technical Scores, the tying bidders shall be required to submit a revised, discounted financial bid. The revised bid must be submitted in a fresh, sealed envelope within a stipulated timeframe specified by the Tendering Authority. The revised quote must be strictly lower than the bidder's original quoted amount. The revised discount must not compromise, infringe upon, or dilute statutory requirements, including the mandatory payment of prevailing Statutory Minimum Wages and related employee benefits. Any bid violating this condition shall be summarily rejected.

Step 3: If a tie continues to persist after the opening of the revised discounted bids, The bidder who has successfully executed the maximum number of similar security contracts within Government, Public Sector Undertakings (PSUs), or Cooperative sectors under State or Central Government during the last five (5) years shall be awarded the contract. Bidders must provide verifiable Work Completion Certificates or active Performance Certificates from the respective clients as proof.

Step 4: In the absolute rarest scenario where a tie remains unresolved after Step 3, the final determination shall be based on financial capability. The bidder with the highest average annual financial turnover during the last three (3) consecutive financial years shall be declared the successful bidder. Bidders must have submitted audited balance sheets and profit & loss statements to substantiate this metric.

31. **Other Important conditions in case of Default by the successful bidder:**

1. Default by the successful bidder. If the successful bidder (L1) fails or refuses to accept the work order, remit the security deposit, execute the agreement, or commence service within the time stipulated in the work order, TRCMPU Ltd. may, after giving a notice of **3 days**, cancel the award without further notice. Such failure shall be treated as a breach of the bid conditions

2. Forfeiture of EMD. On cancellation under para 1, the EMD of the defaulting bidder shall be forfeited in favour of TRCMPU Ltd.

3.Alternative arrangement. TRCMPU Ltd. may, at its sole option, arrange the security service through any of the following, at the risk and cost of the defaulting bidder:

- (a) offering the work to the next higher bidder (L2) at L1's quoted rate, and on L2's refusal to L3 on the same basis;
- (b) negotiating with L2 (or L3) for a reduction of the quoted rate, and awarding the work at the negotiated rate if TRCMPU Ltd. finds it reasonable; or
- (c) cancelling the tender and inviting fresh bids, and making interim arrangements for security service at such rates and for such period as the Managing Director may decide.

4. **Conditions for award to L2 / L3.** Before award under para 3(a) or 3(b), TRCMPU Ltd. shall verify that the bidder's bid validity, licences and eligibility documents remain valid, and that the rate is reasonable when compared with the estimated cost and the statutory wage components. The bidder shall confirm acceptance in writing within **3 days** of the offer. Negotiation shall be limited to the service charge and shall not reduce any statutory wage, EPF, ESI or bonus component.
5. **Recovery of loss.** The defaulting bidder shall be liable to pay the excess cost incurred by TRCMPU Ltd. over the rates quoted by it for the period of the contract (including any extension), and any other loss or damages arising from the default. This amount may be recovered from the forfeited EMD, any other amount due to the bidder from TRCMPU Ltd., and by due process of law, including recovery under the Revenue Recovery Act.
6. **No gain to the defaulter.** The defaulting bidder shall have no claim to any saving or gain arising from the alternative arrangement.
7. **Debarment.** The defaulting bidder shall be debarred from participating in tenders of TRCMPU Ltd. for **3 years** from the date of cancellation.
8. **No penalty on L2 / L3.** A bidder other than the successful bidder who declines an offer under para 3 shall not be liable to forfeiture of EMD or debarment on that account.

9. **Final decision.** The choice among the options in para 3, and the assessment of excess cost, shall be made by the Managing Director, TRCMPU Ltd., whose decision shall be final and binding. No bidder shall have any claim for compensation arising from such cancellation or alternative arrangement.
10. **Right of Rejection:** TRCMPU Ltd reserves the right to accept or reject any or all tenders/quotations, in whole or in part, or to annul the entire tendering process at any stage prior to the final award of contract or issuance of Work Order, without incurring any financial liability or obligation to the affected bidder(s)
11. **Re-Tendering & Alternate Procurement**: If all bids are rejected, if there is a lack of competitive offers, if quoted prices are evaluated as unreasonable, or if organizational requirements/funds change, TRCMPU Ltd reserves the right to invite fresh tenders (re-tender), enter into negotiations, or adopt alternative purchase methods in accordance with the Stores Purchase Manual guideline
12. **No Claim for Damages**: Submission of a tender confers no right on any bidder for award of work. Bidders shall have no claim for compensation, damages, or reimbursement of costs incurred in the preparation or submission of their tenders in the event of cancellation or rejection
13. **JURISDICTION**

In case of dispute or litigation, the jurisdiction for the same will be Thiruvananthapuram.

14-11-2026

WILSON M J
MANAGING DIRECTOR(MDO-THO)

Thiruvananthapuram Regional Co-operative Milk Producers' Union Ltd

Head Office, Ksheera Bhavan, Pattom, Thiruvananthapuram -695 004
Phone No: 0471-2447109, E-mail ID –trcmpuhrd@gmail.com

TERMS AND CONDITIONS FOR E-TENDER

This tender is an e-tender and is being published online for providing security contract services in various units of TRCMPU Ltd **on piece rate, principal to principal, independent labour contract basis**. The tender is invited in two-cover system from the registered and eligible firms through e-procurement portal of Government of Kerala (https://www.etenders.kerala.gov.in). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal. The tender time line is available in the critical date section of this tender published in www.etenders.kerala.gov.in.

Online Bidder registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471- 2577088, 2577188, 2577388 or 0484 – 2336006, 2332262 - through email: etendershelp@kerala.gov.in for assistance in this regard.

A. **Online Tender Process:** The tender process shall consist of the following stages:
    i. **Downloading of tender document**: Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.
    ii. **Pre-bid meeting**
    iii. **Publishing of Corrigendum**: All corrigendum shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.
    iv. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on www.etenders.kerala.gov.in. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
    v. **Opening of Technical Bid and Bidder short-listing**: The technical bids will be opened, evaluated and short listed as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids short listed by this process will be taken up for opening the financial bid.
    vi. **Opening of Financial Bids:** Bids of the qualified bidder’s

shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

B. **Documents Comprising Bid:**

i. **The First Stage (Pre-Qualification or Technical Cover based on 1cover or 2 cover tender system):**

Pre-Qualification or technical proposal shall contain the scanned copies of the documents mentioned in the tender notice, which every bidder has to upload:
The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.

ii. **The Second Stage (**Financial Cover or as per tender cover system**):**

The Bidder shall complete the Price bid as per format given for download along with this tender.

Note: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/ variable price quotation will be treated as non - responsive and rejected.

C. **Tender Document Fees and Earnest Money Deposit (EMD)**

The Bidder shall pay a tender document fee and Earnest Money Deposit or Bid Security. The Bid security is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security.

STEPS FOR MAKING TENDER PAYMENTS IN ETENDER SYSTEM VIA SBI MOPS GATEWAY

(SBI AND NON-SBI ACCOUNT HOLDERS)

Step 1) Click **"Pay Online"** when you reach Online Bid Submission.

Step 2) Click **"Confirm to Pay"** to proceed with the payment gateway.

Note: Please ensure that you have availed Tender Fee / EMD Exemption, if eligible. Further, there would not be any provision to change back, under any circumstances.

Step 3) Verify that the Tender fee and EMD shown are

correct, as per tender document. Then, select the payment option SBI MOPS and Submit.

Note: In case of any mismatch in tender payments, with reference to tender documents, please contact TIA for clarifications.

Step 4) Check and Follow the Terms and Conditions, and then Submit

Step 5) Bidders may choose their respective bank for accessing Internet Banking Facility.

SBI ACCOUNT HOLDERS

i. Bidders with SBI account may click SBI option to proceed to its Net Banking Page
ii. Bidders may enter SBI Net banking user ID and Password and Click on **Login** to proceed.
iii. **Please ensure that your account has sufficient balance**, before proceeding further. After checking the same, Click **Confirm** button to transfer payment. After account debit, MOPS gateway will automatically re-direct to the e-Procurement System, with the Success transaction.
iv. You will receive bank response immediately by verifying the payment status, whether **Success** or not. **In case, payment was debited from account and further, Payment Failure** is shown, immediately contact the e-Procurement helpdesk, for resolution, **before tender closing time.**
v. Click **next** to go to Bid Preparation details.
vi. Please ensure that the **Pay Online** option is not shown after successful payment, as below, for confirmation. From here, you may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

OTHER BANKS:

a. Bidders with other bank account may click **Other Banks** option to proceed to SBI Net Banking Page
b. You may select the appropriate Bank from selection page. As an example, steps are given below, proceeding with ICICI Bank in the provided dropdown box of All Banks, as an example.
c. After selecting ICICI Retail Banking, Click **Make Payment** Button to proceed to its internet banking page. Further steps may depend on the Bank Procedure.
d. After, successful payment, system will direct you to payment confirmation page.
e. You will receive bank response immediately by verifying the payment status, whether Success or not. In case, payment was debited from account and further, Payment Failure is shown, immediately contact the e-Procurement helpdesk, for resolution, before tender closing

time.

f. Click **next** to go to Bid Preparation details.

g. Please ensure that the Pay Online option is not shown after successful payment, for confirmation. From here, you may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

For any clarifications regarding above payment process or related issues in Kerala e-Procurement System, please reach KSITM e-Procurement Helpdesks via below details: (On all Government working days from 10:00 am to 5:30 pm)

D. **SUBMISSION PROCESS:**

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD.

For page by page instructions on bid submission process, please visit www.etenders.kerala.gov.in and click “Bidders Manual Kit” link on the home page.

It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

WILSON M J
MANAGING
DIRECTOR(MDO-THO)

(In the letter head of the Client)

Annexure A

No. Date :

C E R T I F I C A T E

EXPERIENCE / PERFORMANCE CERTIFICATE

This is to certify that---------- (Name and address of the security service Contractor/ Agency /Provider) , is /was engaged on ---------- Contract (type of contract) basis for providing Security Services to ---------- ---------- (Name and address of the Institution/Organization) with ------- (Number of Security personnel engaged) Security Personnel, for a period from ------ to ------, vide Order No. ---------- ------ (work order no) dated ----------.

The Security personnel currently under deployment/ deployed by ---------- ---------- (Name and address of the security service Contractor/ Agency /Provider) was satisfactory / remain satisfactory as on date, in terms of their performance in the work.

Authorised Signatory of the Client

-Office seal-

(Strike out whichever is not applicable)

NB : Certificates in official letter head, bearing valid signature and seal of the client only will be considered.

BIDDERS DOCUMENTS FORM (TO BE FILLED BY BIDDER)

1. All columns of Parts A, B, C and D must be filled in completely by the bidder. Where an item is not applicable, the bidder must write “NA” or “NIL”. No column shall be left blank.

2. Every entry must be supported by the document indicated, uploaded with the tender, with page numbers marked.

3. Bid forms that are incomplete, unsigned, unsealed, or have unsupported or inconsistent entries are liable to be rejected without further notice.

Sl. No.	Eligibility Criterion	Requirement	Bidder's Details (Reg./Licence No., Validity)	Doc. Uploaded (Yes/No)	Page No.
1	Contract Labour (R&A) Act 1970 licence (DLO – Enforcement)	Valid licence			
2	EPF registration / code	Valid, independent code			
3	ESI registration / code	Valid, independent code			
4	GST registration	Valid			
5	PAN and latest ITR acknowledgement	Required			
6	Private Security Agency licence (Home Dept., Govt. of Kerala – PSARA)	Valid, or acknowledgement of application if expired/yet to be issued			
7	Experience in providing security service on contract	Minimum 5 years			

	basis				
8	Security guards deployed as on 01.10.2026	Minimum 100 guards			
9	Annual turnover from security services (same name and style)	Not less than Rs. 5 crore per annum, each of the last 4 FYs			
10	Registered office in Kerala with invoice generation facility	Required			
11	Performance reports from existing clients (Annexure A)	At least 2			
12	Declaration as per Clause 26	Signed and sealed			
13	Authorised signatory proof (Board resolution / partnership deed)	Required			

PART B: EXPERIENCE AND GUARDS DEPLOYED

B1. Experience (proof to be enclosed)

Year	No. of Institutions Served	No. of Guards Engaged	Proof Enclosed (Yes/No)	Details of Proof

2022				
2023				
2024				
2025				
2026				

B2. Guards deployed as on 01.10.2026 (list of organisations)

Sl. No.	Name and Address of Organisation	No. of Guards Deployed	Contract Period (From – To)	Work Order No. and Date	Annexure A Certificate Attached (Yes/No)
1					
2					
3					
	Total				

B3. Annual turnover from security operations (CA-certified statement, P&L and Balance Sheet to be enclosed)

Financial Year	Turnover from Security Services (Rs.)	Proof Enclosed (Yes/No)
2022-23		
2023-24		
2024-25		
2025-26		

PART C: TECHNICAL EVALUATION PARAMETERS FOR TIE-BREAKING (Clause 30, Step 1)

Sl. No.	Parameter	Bidder's Declared Value	Proof Enclosed	Proof Page no
1	Years of experience			
2	ISO 9001 certification	Yes/No, Cert. No., Validity:		
3	ISO 18788 certification	Yes/No, Cert. No., Validity:		
	Guards on roll as on			

4	01.10.2026			
5	Financial turnover, last three years' average (Rs. crore)			

PART D: FURTHER TIE-BREAK DETAILS (Clause 30, Steps 3 and 4)

D1. Similar security contracts in Govt./PSU/Cooperative sector in the last 5 years (Step 3)

Sl. No.	Client (Govt./PSU/Coop.)	Work Order No. and Date	No. of Guards	Period	Work Completion / Performance Certificate Attached
1					
2					
	Total No. of Contracts				

D2. Average annual turnover, last 3 consecutive FYs (Step 4; audited Balance Sheet and P&L to be enclosed)

FY	Turnover (Rs.)	Audited B/S and P&L Enclosed
2023-24		
2024-25		
2025-26		
Average		