

CIN: U45203TG2007SGC053998



HYDERABAD METRO RAIL LIMITED
(A Government of Telangana Enterprise)



REQUEST FOR PROPOSAL

For Selection of Security Services Provider For Manning the Metro Rail Stations

16 – Metro Rail Stations – L.B. Nagar, Victoria Memorial, Chitanyapuri, Dilsukhnagar, Moosarambagh, New Market, Malakpet, MGBS, Osmania Medical College, Gandhi Bhavan, Nampally, Assembly, Lakdi-kapool, Khairatabad, Irrummanzil & Punjagutta.

Tender No.01/DCP/HMR/2018 Date: 19.07.2018

1. Issue / Downloading of Tender Schedule 19.07.2018 from 5 PM to 02.08.2018 up to 5 PM
2. Last date of submission of Bids 03.08.2018 up to 5 PM
3. Place of submission of bids Office of the Dy. Commissioner of Police, Metro Rail Bhavan, Rasoolpura, Begumpet
4. For details contact Sri A. Balakrishna, DCP, HMRL
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or visit our web site www.hmrl.telangana.gov.in

INTRODUCTION:

The stretch from Miyapur to Nagole (via Ameerpet) has been inaugurated on 28.11.2017 by Hon'ble Prime Minister and commercial operations started from 30.11.2017. This stretch of 30 Km. with 24 Metro Rail stations is running without any hassle and it is being manned by three different security service providers.

Hyderabad Metro Rail Limited is planning to start the commercial operations in the stretch from Ameerpet to LB Nagar in August, 2018.

Hyderabad Metro Rail Limited invites the Request for Proposal for selection of Security Service Provider for manning the Metro Rail stations in the following package:

16 Metro Rail Stations – L.B. Nagar, Victoria Memorial, Chitanyapuri, Dilsukhnagar, Moosarambagh, New Market, Malakpet, MGBS, Osmania Medical College, Gandhi Bhavan, Nampally, Assembly, Lakdi-ka-pool, Khairatabad, Irrummanzil & Punjagutta..

I. Eligibility Criteria

1. The service provider shall be a registered firm with valid "PSARA" Licence. Mandated by private agency regulation security act. 2005.
2. The service provider should submit demonstrated work experience of similar man power deployment & engagement of at least one ongoing work assignments with manpower deployment of minimum 200 personnel and consolidated **contractual value of not less than Rs. 8 crore per annum in the 3 financial years.**
3. Minimum of 3 years experience of providing guarding and protective services including provision of baggage screeners services to projects like MRT/ Railways/ Airport.
4. The service provider shall have a financial turnover of not less than Rs. 10 crore per annum in the last three audited financial years.
5. The service provider should submit Audited Balance Sheet certified by Statutory Auditor/ Chartered Accountant.
6. Management Profile: The service provider should have in their management ranks a good mix of retired senior officers who have held key posts in the Police, Army & Para-military forces. A similar spread of such Ex-uniformed forces personnel should be present in their middle management of the service providers.
7. Training Infrastructure & Capacity: The service provider should have a full-fledged Training centre/ Academy with capabilities to train and periodically

induct personnel for Security Guarding, Access Control, Frisking, Baggage Screening.

II. Scope of Work:

The security provider will provide comprehensive services which would comprise of trained and experienced set of personnel as per requirements for:

1. Security Guarding that includes frisking & access control.
2. Baggage screening with trained personnel in screening of baggage
3. Technology enabled integrated security.
4. The service provider shall provide Antecedent Verification certificate of all security personnel to be deployed.
5. The service provider shall arrange to conduct surprise checks by its field officers day and night for all the stations randomly as directed by the Authority.
6. The service provider shall maintain PF, ESI and other accounts as per statutory norms of the deployed security personnel in Hyderabad only and not elsewhere in India.
7. The timings of the security personnel deployed will be **from 06.00 AM to 02.00 PM; 02.00 PM to 10.00 PM.**
8. No criminal cases shall be pending/ booked on the service provider or its security personnel to be deployed.
9. There shall be no complaints against the security service provider earlier for non payment of wages.
10. The service provider shall comply with minimum Wages, PF, ESI, Bonus, Gratuity and Labour Licence regularisation as per Statutory Norms.
11. QRT – provide a fully equipped Quick Reaction Teams (QRT) staffed with security personnel trained in emergency and crisis management.
12. The service provider has to provide minimum personnel i.e. Supervisors – 68- Male; Security Guards – 294- Male; 102- Female for the package.

Package - Security services for Metro Rail Stations from L.B.Nagar to Panjagutta for following (16) Metro Rail Stations:-

16 Metro Rail Stations –

L.B. Nagar, Victorial Memorial, Chitanyapuri, Dilsukhnagar, Moosarambagh, New Market, Malakpet, MGBS, Osmania Medical College, Gandhi Bhavan, Nampally, Assembly, Lakdi-ka-pool, Khairatabad, Irrummanzil & Punjagutta.

13. This involves providing comprehensive services in Security & Guarding Services (including baggage scanning and frisking) and also for ensuring free flow of traffic at street level duly removing encroachments for Metro Stations. The services shall be provided in two shifts **from 6 AM to 10 PM**.
14. The service provider will execute Security & Guarding services by providing adequate number of uniformed and suitably trained personnel including lady security guards as mandated from time to time.
15. The composition of the personnel deployed for Security & Guarding services shall be as follows:-
 - a. Assignment Manager (Retired Subedar Major or Police Inspector at the cost of service provider)
 - b. Security supervisors (only ex-servicemen of Army/Navy/Air Force/ Ex-Police officers of SI/ASI).
 - c. Trained Security guards in frisking & screening (male & female)
16. Service provider shall ensure the security personnel deployed undergo thorough and continuous training onsite for ensuring their efficient performance.
17. Two mobile phones in working condition shall be made available for use at each site/ Metro Stations.
18. The Security Staff deployed by the Service Provider at the Premises shall be provided with proper and decent Uniform (Shoes, Cap, Tie, batons, gum boots High visibility vest, helmet, rain coat) at the Service Provider to enable the Security Staff to discharge effectively from time to time. Ceremonial Uniform as required on special occasions like Independence Day, Republic Day, etc., shall also be made available at the expense of the Service Provider.
19. The Service Provider shall ensure that the Security Staff shall at all times carry their distinctive identification card visibly placed on their person and produce the same for inspection by Keolis Hyderabad if so required while they are on duty and shall not be permitted to attend to their duties without proper identification card.
20. The Service Provider agrees that it shall, at its own cost, insure its Security Staff engaged in the performance of the Security Services against personal injury and death whilst performing the duties under this Agreement and under the applicable laws.

21. The Service Provider agrees that it shall also ensure that the Security Staff posted are conversant with first aid and fire-fighting techniques and shall conduct fire-drills at regular intervals so that they are well informed, trained and equipped with immediate remedial steps to be taken in the event of fire. The Service Provider will ensure that all guards have received PSARA compliant training.
22. The service provider agrees that he shall ensure that the security staff speaks and writes Telugu & Hindi/Urdu.
23. **Emergency Response** – As part of Emergency Response, the service provider should have the capability to muster and deploy manpower of the about 150-200 personnel within 24 hours at any location of Hyderabad Metro with ability to manage this manpower to support any emergency situation or special requirement of the Hyderabad Metro from time to time.
24. **Consultancy** – The service provider shall support the project assignment with capabilities to provide security consultancy as required during the contract period to augment the services in the areas of Security Risk Management, physical security design & measures, Screening and Crisis management. However, any requirement of providing security consultancy will be considered as additional services and the scope and deliverable will be discussed separately and finalised with the fee that would be charged in additional to the contract fee by the service provider.
25. **Security Audit** – During the course of the contract period, the service provider is required to carry out periodic Security audits at least once in 6 months and provide comprehensive report with the recommended actions for mitigation of security gaps and issues identified.
26. The security audits will be carried out by the service provider to ensure cost optimisation for the project in a sustained manner without compromising on the security and safety of the project site/ premises. The service provider showing a demonstrated ability to work out a feasible plan to reduce the security cost during such audits will be rewarded. The scope of the cost optimisation and rationalisation of the security resources will be limited to the area of domain and responsibility of the service provider.

III. Qualitative Requirements:

1. Assistant Security Officer (ASO)/Supervisor
 - a. Ex-serviceman or Ex-Police Officers with minimum 15 years service (Refer. 15th para)
 - b. Maximum age – 60 years
 - c. Unblemished record of service as recorded in Discharge Book
 - d. Physically and mentally fit
 - e. Minimum Height – 168 cms
2. Guard (Male)
 - a. Education 10th pass
 - b. Maximum age – 45 years
 - c. Minimum experience – 3 years
 - d. Height minimum 165 cms
3. Guard (Female)
 - a. Education 10th pass
 - b. Maximum age – 45 years
 - c. Minimum experience – 3 years
 - d. Height minimum 158 cms
4. The personnel selected by the agency will be screened by HMRL for fitness before deployment.

IV. Evaluation Criteria:

1. The bidder shall submit bids in a two cover system.
Cover A - Technical details shall be furnished as prescribed in eligibility criteria at serial 2.0 of tender document.
Cover B - Financial cover as per the format at serial 6
2. Both the covers to be placed in single cover and submit to the Authority duly mentioning the package for which the bid is being submitted.
3. Each bid shall be accompanied by a non-refundable Application Fee of Rs.10,000/- (Rupees ten thousand only) by DD in favour of MD, HMRL and EMD of Rs.3 lakh by DD.
4. The evaluation of the bids is based on QC BS system in the ratio of 70:30.
70% for weightage for Technical criteria
30% for Financial criteria.

5. Each of the bidder shall get the minimum score of 70% marks in the technical bid and the financial bids of such qualified in the Technical bids shall only be opened.

Scoring Criteria for Technical Evaluation – the scoring criteria to be used for Technical evaluation shall be as follows.

Sl. No	PARAMETERS	TENDER REQUIREMENT	WEIGHTAGE	MARKS (Criteria & Scoring)		REMARKS
1	Financial capacity details in past 3 years	The average annual turnover of the bidder during the last 3 audited financial years should not be less than Rs. 10 crore	20	Annual turnover up to 10 crore	3	
				Annual turnover between 11-25 crore	6	
				Annual turnover between 26-50 crore	10	
				Annual turnover between 51-100 crore	15	
				Annual turnover between 100 crore plus	20	
2	Experience of similar nature of work assignment/ project in the 3 financial years	Demonstrated experience 3 years of handling and managing similar work assignments with consolidated contractual value of not less than Rs. 8 crore per annum	20	Annual contractual value of 8 crore	5	
				Annual contractual value of 12 crore	10	
				Annual contractual value of 15 crore	15	
				Annual contractual value of 20 crore	20	
3	Experience in similar multiple work assignment and Manpower deployment	Demonstrated work experience of similar manpower deployment & engagement of at least 1 ongoing work assignments with manpower deployment of minimum 200 personnel	15	Manpower deployment of 200 personnel in 1 ongoing assignment	5	
				Manpower deployment of 400 personnel in 2 ongoing assignment	10	
				Manpower deployment of 700 personnel in 3 ongoing assignments	15	

Sl. No.	PARAMETERS	TENDER REQUIREMENT	WEIGHTAGE	MARKS (Criteria & Scoring)		REMARKS
4	Training facility/ infrastructure & capability to train manpower	Having a full-fledged certified training centre that is fully owned by the service provider with infrastructure that spans extensive training rooms, training management office, trainee barracks and wide spaces for drill square, obstacle course & PT grounds. The training resources & faculty should demonstrate capabilities to train personnel extensively for security guarding skills, access control, frisking, baggage screening and even technicians for the operation & maintenance of the security systems.	15	Full pledged Training infrastructure & capability to train personnel for security guarding	4	
				Full pledged Training infrastructure & capability to train personnel for security guarding and other skills like access control, frisking, baggage screening	8	
				Full pledged Training infrastructure & capability to train personnel for security guarding and other skills like access control, frisking, baggage screening and technician for operation & maintenance of the Electronic security systems	15	
5	Certification received for the service provider	Any globally recognised certifications like ISO for Quality management and Security management	10	Certification of ISO 9001:2015 for Quality management	5	
				Certification of ISO 9001:2015 for Quality management and ISO 18788:2015 for security operation management	10	

Sl. No	PARAMETERS	TENDER REQUIREMENT	WEIGHTAGE	MARKS (Criteria & Scoring)	REMARKS
6	Capability to provide / support with integrated technology solutions and monitor/maintenance i) demonstrations ii) Execute work done	Demonstrated capability to provide & support integrated techno solutions and also execute security based projects in electronic security, safety, building management and fire protection systems presentation of the technical capability of the service provider to HMRL on previous project of cost optimisation with technical solution	15	Provide integrated techno solutions and having executed projects ranging in electronic security, safety, building management and fire protection systems worth 1 crore	5
				Provide integrated techno solutions and having executed projects ranging in electronic security, safety, building management and fire protection systems worth 2 crore	10
				Provide integrated techno solutions and having executed projects ranging in electronic security, safety, building management and fire protection systems worth 3 crore	15
7	Management profile of service provider i) Qualification conditions	Top management of service provider should have retired senior officers who have held key posts in the police, army & paramilitary forces. Similar spread of such Ex-uniformed forces personnel in the middle management.	5	Sizeable presence of Ex-uniformed forces personnel in all key functions of the middle management	2
				Sizeable presence of Ex-uniformed forces personnel in all key functional areas and also the top management supported with a mix of retired senior officers from Police, Army & Para-military forces.	5

5.6 In the second stage, each Financial proposal will be assigned a Financial score (S_F). The lowest financial proposal (F_M) will be given a financial score (S_F) of 100 points. The financial scores of other proposals will be computed as follows :

$$S_F = 100 \times F_M / F$$

(F = Amount of Financial proposal of that service provider)

5.7 Combined and Final Evaluation

Proposals will be finally ranked according to their combined technical (S_T) and Financial (S_F) scores as follows :

$$S = S_T \times T_W + S_F \times F_W$$

Where S is the combined score and T_W and F_W are weightage assigned to Technical proposal and Financial proposal that shall be 0.70 and 0.30 respectively.

6 Financial Bid Format

6.1 Part A – Tender Summary:

6.2 Part B – Commercial Quote

S. No	Parameter	Quote (in Rs.)	
		(in figures)	(in words)
1.	Service charge/ Management fee per Guard (Male & Female) per month shall include all the statutory payments such as PF, ESI, Bonus, Leave charges, Gratuity, Reliever charges, Uniform allowance etc., as per rules provided in Private Security Agency Regulation Act, 2005 (PSARA)		
2.	Service charge/ Management fee per Supervisor per month shall include all the statutory payments such as PF, ESI, Bonus, Leave charges, Gratuity, Reliever charges, Uniform allowance etc., as per rules provided in Private Security Agency Regulation Act, 2005 (PSARA)		

Signature of Bidder

Note:-

1. Sample remuneration chart is at Annexure
2. 18% GST payable on above.
3. Negative / zero quote will be rejected

Annexure to Financial Bid

Sample: Remuneration Chart

Sl.No	Parameters	Supervisor	Guard	Remarks
1.	Basis	7,500	5,000	As per minimum wages
2.	Variable DA	4,698	4,698	As declared by GoTs
3.	Special Allowance	5,000	Nil	Fixed
4.	Gross Salary	17,198	9,698	
5.	Service Charges			

Sd/-

**Managing Director
HMRL, Hyderabad**