



CIN: U45203TG2007SGC053998

HYDERABAD METRO RAIL LIMITED
(HMR, a State-owned Public Enterprise of Govt. of Telangana)



REQUEST FOR PROPOSAL

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

Tender No.1/DCP/HMR/2017 Date:17.11.2017

1. Issue / Downloading of Tender Schedule 17.11.017 from 5 PM to 19.11.2017 up to 5 PM
2. Last date of submission of Bids 20.11.2017 before 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
Mobile No. 9704565333
or visit our web site www.hmrl.telangana.gov.in

Hyderabad Metro Rail Limited

Hyderabad Metro Rail Limited invites Request for Proposal (RfP) for selection of Security Service Provider for Manning the Metro Rail Stations in the following Packages :

Package No.	Description	Cost of Tender Schedule	EMD
1.	Providing Security Service for manning metro rail stations from Miyapur to Erragadda (8 Stations)	Rs.10,000/-	Rs.3.0 Lakh
2.	Providing Security Service for manning metro rail stations from ESI to Parade Ground (8 Stations)	Rs.10,000/-	Rs.3.0 Lakh
3.	Providing Security Service for manning metro rail stations from Secunderabad East Station to Nagole (8 Stations)	Rs.10,000/-	Rs.3.0 Lakh

Schedule :

1.	Issue/Downloading of Tender Schedule	17.11.017 from 5 PM to 19.11.2017 up to 5 PM
2.	Last date of submission of Bids	20.11.2017 before 5 PM
3.	Place of submission of bids	Office of the Dy. Commissioner of Police, Metro Rail Bhavan, Rasoolpura, Begumpet
4.	Cost of Tender schedule of Rs.10,000/- & EMD Rs.3.0 Lakh to be paid through demand draft drawn in favour of MD, HMRL and shall be enclosed along with the Bid.	
5.	For details contact Sri A. Balakrishna, DCP, HMRL Mobile No. 9704565333 or visit our web site www.hmrl.telangana.gov.in	

**Dy. Commissioner of Police
Hyderabad Metro Rail Limited**



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Instructions to Bidders

1. Status of the Project

Phase 1 (Part) of the Project (Nagole to Miyapur) is expected to be commissioned on 28.11.2017.

2. Eligibility Criteria

1. The service provider shall be a registered firm with valid "PSARA" Licence.
2. The service provider should have a Man Power of at least 150 + in similar projects deployed on role.
3. The service provider shall have Financial turnover of not less than Rs.8 Cr. Per annum in the last three Audited Financial years.
4. The service provider should submit Audited Balance Sheet certified by Statutory Auditor / Chartered Accountant / Chief Financial Officer of the Firm.
5. The Service Provider should submit work experience of similar man power deployment of at least in one work of not less than Rs.4 Cr. per annum in the past three financial years (Eligible Assignment).
6. The service provider possessing a minimum of 2 years experience with MRTS / Railways / Airport will be preferred.

3. Scope of Work

1. The service provider shall ensure that the security persons deployed undergo thorough and continuous training on site for ensuring their efficiency performance.
2. The service provider shall provide Antecedent Verification certificate of all security personnel to be deployed.
3. 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 or once in a week.
4. The service provider shall maintain PF account and other accounts as per statutory norms of the deployed security personnel in Hyderabad only and not elsewhere in India.

5. The timings of the security personnel deployed will be from 06:00 AM to 02:00 PM ; 02:00 PM to 10 PM.
6. No criminal cases shall be pending / booked on the service provider or its security personnel to be deployed.
7. There shall be no complaints against the security service provider earlier for non payment of wages.
8. The service provider shall comply with minimum Wages, PF, ESI, Bonus, gratuity and Labour Licence regularisation as per Statutory Norms.

The service provider has to provide an indicative requirement of personnel (Supervisors - 40 Male; Security Guards - 110 Male; 50 - Female) for each of the package and the supervisors shall be ex-servicemen only.

- 3.1 Packages - Security services for Phase 1 (Part) have been divided into three packages as under:-
 - a) Package-I, Miyapur, JNTU, KPHB, Kukatpally, Balanagar, Moosapet, Bharath Nagar, Erragadda
 - b) Package-II, ESI Hospital, SR Nagar, Ameerpet, Begumpet, Prakashnagar, Rasoolpura, Paradise, Parade Grounds
 - c) Package-III, Secunderabad – East, Mettuguda, Tarnaka, Habsiguda, NGRI, Stadium, Uppal, Nagole
- 3.2 The service provider has to provide an indicative requirement of personnel (Supervisors - 40 Male; Security Guards - 110 Male; 50 - Female) for each package.
- 3.3 This involves providing comprehensive services in Security & Guarding Services (including baggage scanning and frisking) for Metro Stations. The services shall be provided in two shifts from 6 AM to 10 PM.
- 3.4 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.
- 3.5 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)
 - c. Security guards (male & female)
- 3.6 Service provider shall ensure the security personnel deployed undergo thorough and continuous training onsite for ensuring their efficient performance.

- 3.7 The service provider shall provide Antecedent Verification certificate of all security personnel to be deployed.
- 3.8 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 or once in a week.
- 3.9 Two mobile phones in working condition shall be made available for use at the site.
- 3.10 No criminal cases shall be pending / booked on the service provider or its security personnel to be deployed.
- 3.11 Security Agency should be in possession of the License as mandated by Private Security Agency Regulation Act 2005 (PSARA).
- 3.12 The service provider shall maintain PF account and other accounts as per statutory norms of the deployed security personnel in Hyderabad only and not elsewhere in India.
- 3.13 There shall be no complaints from any of the security person deployed earlier for non payment of wages.
- 3.14 The service provider shall comply with minimum Wages, PF, ESI, Bonus, gratuity and Labour Licence regularisation as per Statutory Norms.
- 3.15 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 shall also be made available at the expense of the Service Provider.
- 3.16 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.
- 3.17 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.
- 3.18 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.

4 Qualitative Requirements

- 4.1 Assistant Security Officer (ASO)/Supervisor
 - a) Ex-serviceman with minimum 15 years service
 - b) Maximum age – 55 years
 - c) Unblemished record of service as recorded in Discharge Book
 - d) Physically and mentally fit
 - e) Minimum Height – 168 cms
- 4.2 Guard (Male)
 - a) Education 10th pass
 - b) Maximum age – 45 years
 - c) Minimum experience – 3 years
 - d) Height minimum 165 cms
- 4.3 Guard (Female)
 - a) Education 10th pass
 - b) Maximum age – 45 years
 - c) Minimum experience – 3 years
 - d) Height minimum 158 cms
- 4.4 The personnel selected by the agency will be screened by HMRL for fitness before deployment.

5. Evaluation Criteria :

- 5.1 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

- 5.2 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.
- 5.3 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.
- 5.4 The evaluation of the bids is based on QC BS system in the ratio of 60:40.
 - 60% for weightage for Technical criteria
 - 40% for Financial criteria.

[Note below: 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 will be opened.]

5.5 The scoring criteria to be used for Technical evaluation shall be as follows :

S. No.	Parameters	Tender Requirement	Marks	Remarks
1.	Financial Capacity details, Past three FYs	The average annual turnover of the bidder during the last three audited financial years should not be less than Rs.8 crore	20	
2.	Experience of similar nature of assignment	Assignments costing not less than Rs.4 crore.	30	
3.	Manpower - Experience and Qualification details	Number of Projects with 150+ Manpower deployed On-Roll	20	
4.	Experience of the Supervisors and Security Guard	a) Number of projects in which supervisors have worked in a assignment not less than Rs.4 crore b) Number of projects in which security guard has worked for the assignments not less than Rs.4 crore	15 15	

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 0.60 and 0.40 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		
2.	Service charge/ Management fee per Supervisor per month		

Signature of Bidder

Note:- Sample remuneration chart is at Annexure

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	
Statutory Payments				
5.	PF (12+1.36)% on Basic			
6.	ESI 4.75% on Gross (appl. <Rs 21,000 / Month)			
7.	Bonus 8.33% @ Rs 7000 / Basic + DA as per minimum wages whichever is higher (appl. < Rs 21,000 / Month) – to be included in Monthly Gross Salary of the employee			To be paid monthly
8.	Leave 3.25 days pm on Basic + DA to be included in monthly Gross Salary of the employee (36/39 days)			
9.	Gratuity 4.81% on Basic			To be paid monthly
10.	Sub. Total 1 (Gross & Statutory Payment)			
11.	Reliever Charges @ 16.66% of Sub. Total 1			
12.	Uniform Allowance	200	200	
13.	Service Charge/Management Fee Fixed			To be quoted by Service Provider
14.	Grand Total per Resource			

Note:-

1. 18% GST payable on above.
2. Negative / zero quote will be rejected

