



**M/s. Electrical Research And Development Association**  
ERDA Road, GIDC, Makarpura,  
Vadodara, Pin:390 0101,  
Gujarat, India

**Request for Proposal**

**For providing Security Services on Service Level Contract**

**At M/s. Electrical Research and Development Association,  
Makarpura & Vadodara Location**

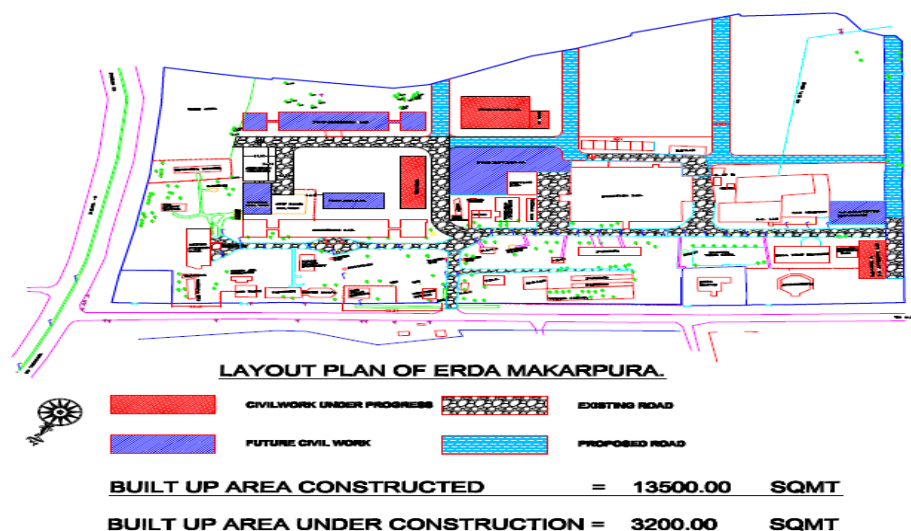
**RFQ and Scope of work for Selection of Security Agency for providing  
Security Services on Service Level Contract**

# 1. INTRODUCTION

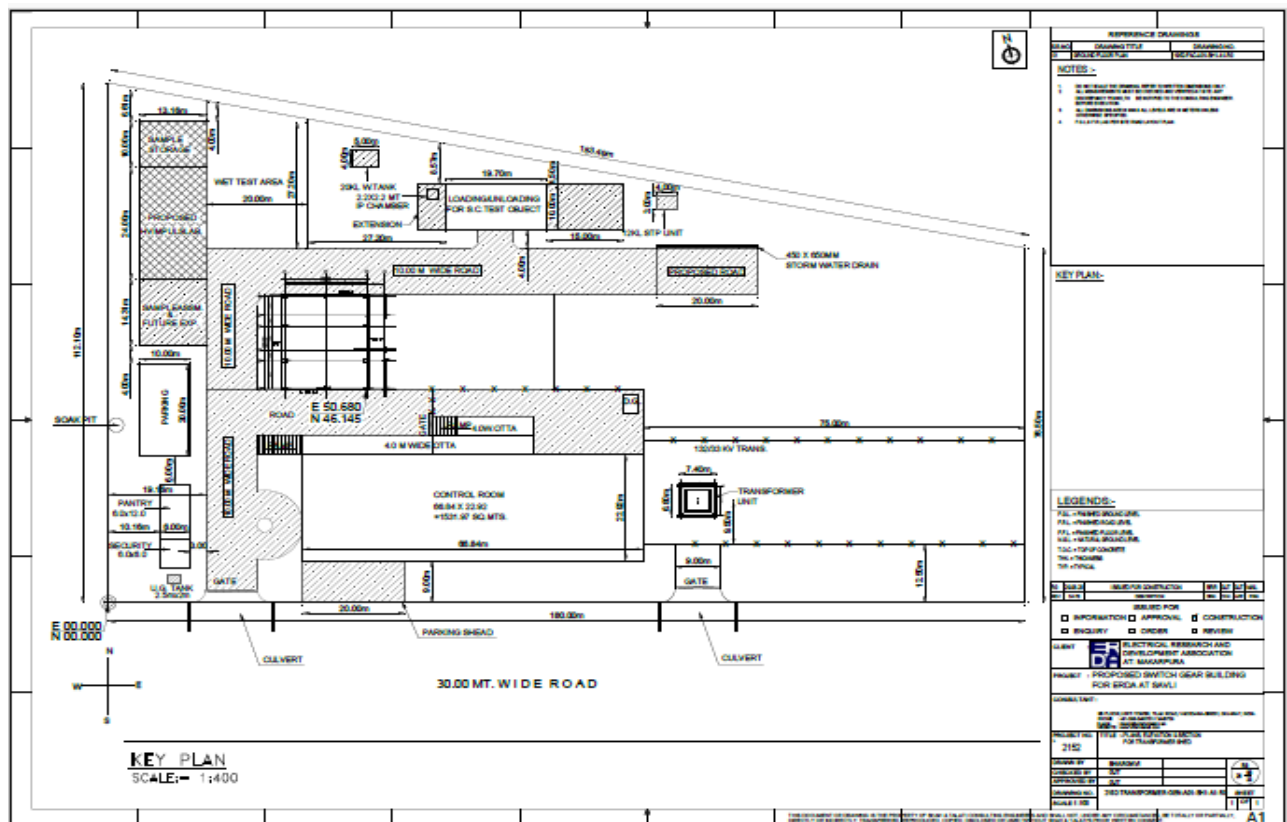
## 1.1 Background

- 1.1.1 Electrical Research and Development Association (ERDA) is a premier Electrical & Power sector Research & Development Organization of the nation providing services to the Power Sector in three technical areas of “Testing & Evaluation”, “Field Services”, and “R&D and Expert Services”. ERDA has various National as well as International Accreditations/Approvals to perform various in house as well as on site testing activities.
- 1.1.2 Electrical Research and Development Association (ERDA), a not-for-profit professional organization, registered under the Societies Act and Public Trust formed under the Charity Commissioner of Maharashtra, was promoted by the electrical industries and some utilities with support from the Government of India through CSIR and grant given by the Government of Gujarat.
- 1.1.3 ERDA is a premier Electrical & Power sector Research & Development Organisation of the nation providing services to the Power Sector in three technical areas of “Testing & Evaluation”, “Field Services”, and “R&D and Expert Services”.
- 1.1.4 The ERDA Authority proposes to appoint a Security Service Agency (hereinafter referred to as “**Security Agency**”) for providing Security Services at ERDA Makarpura and Savli, Vadodara, Gujarat.

**Figure 1: Layout of ERDA, Makarpura & Savli.**



**Figure 2: Layout of ERDA - Savli.**



## **2. QUALIFICATION CRITERIA CHECKLIST**

ERDA invites applications from reputed Contractor for providing Security Services for ERDA - offices:

### **2.1 Eligibility / Qualification CRITERIA CHECKLIST**

Sr.no	Requirements	Requisite documents to be submitted	Status ( Complied / Not complied)
1	<b>Name and address of the Contractor</b> , telephone Number, mobile number, email address	Details in letter-head along with authorized signature & seal	
2	<b>Name, address and contact details of</b> The directors/proprietor and contact person	Details in letter-head along with authorized signature & Seal	
3	<b>Branches</b> in other cities in India	List of branches	
4	The Agency should have at least 5 (Five) years continuous experience in the relevant field and providing such security services to reputed clients.	Performance/Experience certificate + customers list	
5	The agency should have valid Permanent Account Number (PAN), GST Number, PF, ESIC, Labour license, Shops & Establishment License, Pasara License and any other registration required under the law	Copies of Legal documents with registration copes.	
6	The Security Agency should have minimum turnover as under:-  At least Rs.50 Crore annual turnover in each financial year from Security Services only as under :  FY 2023-24 :  FY 2024-25 :  FY 2025-26 :	Annual Report with P&L statement with CA Certificate.	

7	Experience/Performance certificate from minimum 3 reputed customers where minimum security personnel deployed are 50 nos. or more during last 03 financial years.	Experience/Performance certificates from client	
8	Security service should be able to provide services at these locations	Vadodara and Savli, Preference will be given to agencies also provide services to Gurugram, Rabale locations	
9	The Agency should have their Office in Gujarat (preferably in Vadodara)	Gumasthdhara certificate required for the said office.	
10	Agency Trainer imparting Security related training on weekly basis.	Profile of Trainer	

### **3. SCOPE OF WORK**

#### **FOR SECURITY AGENCY SERVICE LEVEL CONTRACT**

#### **3.1: Scope of Work:-**

3.1.1. The security services Security Agency is required to provide security services in Vadodara at Makarpura and Savli units in an effective manner. The scope of the Security Agency is including but not limited to the following:

- Security Services for securing ERDA property, employees, official, management, clients, customers, visitors, business partners and those who are directly, indirectly connected with the ERDA organisation's transaction, business in premises at Vadodara - Makarpura and Savli units.
- Security of the building property, land, premises, machinery and all property whether movable or immovable belonging to or in the possession of ERDA round the clock.
- The security Agency shall keep liaison with the Police/Local authorities and Fire Brigade, government bodies, authorities in order to get timely assistance from them in case of an emergency or any disturbed law and order situation like theft, local issues, incident, and accident.
- Coordination with other service providers for smooth operations of ERDA organisational activities and functioning days, non-functioning days 24x7 round the clock.

However, the services as defined above are not limited to or exclude any item in the scope of work as mentioned in the Scope of Work and delivering the services as per the satisfaction of the ERDA Organisation. As the guidelines provided in this Document are non-exhaustive, therefore, Security Agency shall also adhere to the guidelines available in Gujarat Private Security Agencies Rules for such works.

3.1.2 The Security Agency will provide security services wherein minimum criteria's for security personnel will be as under with age group ranging from of 21 years to 50 years.

S. No	Particular	Qualification and Experience
1	Security In-charge/Officer	Having 10 to 15 years of Security In-charge/Manager experience in well-known Industries and who have handled minimum 50 guards team security ( Makarpura + Savli) - JCO (Junior Commissioned Officer in Armed Force). The candidate should be well versed in English, Hindi and Gujarati languages.
2	Security Supervisor	Any graduate with local Laisioning and Minimum service of 10 years. The candidate should be well versed in English, Hindi and Gujarati languages.
3	Security Guards	10 <sup>th</sup> pass in proficiency with any two local languages e.g. Gujarati, Hindi.
	<b>Total</b>	

- 3.1.3 ERDA remains open all 365 days, The Security Agency will have to accommodate with the aforementioned timings for smooth operations.
- 3.1.4 Security Agency shall provide such number of well trained, physically fit, unarmed security guards and supervisors ("**Personnel**") as may be required and approved by ERDA for the purposes of fulfilling all the obligations agreed to be provided by Security Agency.
- 3.1.5 Well trained, physically fit, unarmed security guards and supervisor belonging to suitable age group (not below 21 years of age and exceeding 50 years, except for the present two security personnel whose are in statusquo as per court order and deputed in security vendor's payroll /security agency's pay rolls.
- 3.1.6 Security Agency shall not itself or its Personnel claim any right, title, interest to the property (including immovable property) belonging to ERDA in any manner whatsoever or claim any tenancy or lease at any time.
- 3.1.7 Taking proper and reasonable care to prevent loss or damage to ERDA, its customers and their assets and employees, officers, directors, management and shareholders and prevent any waste or misuse of ERDA's or its customer's resources.
- 3.1.8 Filing complaint and taking such disciplinary actions against Personnel in accordance with the law for any illegal or immoral activity carried out by the Personnel in the course of their deputation with ERDA.
- 3.1.9 Ensuring that the Personnel comply with ERDA'S rules, regulations and policies including any subsequent changes or instructions, whenever applicable as may be issued from time to time concerning health, safety and welfare.
- 3.1.10 Providing its services to ERDA as per the best industry practice.
- 3.1.11 Providing necessary safety and protective equipment and material such as rain coats to enable Personnel to carry out their job safely and in healthy manner.
- 3.1.12 Providing necessary and suitable tools such as torches, lathis, protective jackets, Raincoats, Winter Jacket, 08 metal detectors (newly purchased after September 2026), 12 walkie talkie with 12 extra batteries and their chargers (newly purchased after September 2026), Canopy, etc. required by the Personnel for carrying out their responsibilities at their own cost and ensuring that the same are maintained in good working condition at all times or replaced in a timely manner. Your personnel deputed at our site will not use Mobile phones during their deployment.
- 3.1.13 Ensuring registration and verification of entry and exit of the employees, officers, visitors or any other persons visiting or entering the ERDA Location.
- 3.1.14 Ensuring no employee or officer of ERDA is allowed to enter ERDA Location without a valid identification card with the photograph.
- 3.1.15 Issuing visitor pass/card to all visitors and ensuring they carry the visitor pass/ card while on ERDA Location and return the same at the time of their leaving the ERDA Location.

- 3.1.16 Recording in the register or any electronic device including computer maintained for the purpose details of all materials and equipment's brought on and removed from ERDA Location and issue necessary gate pass for the same.
- 3.1.17 Ensuring no equipment, instrument, sample or any other device or material is allowed inside ERDA Location or to leave the ERDA Location without suitable verification and written authorization/ permission from designated person of ERDA.
- 3.1.18 Ensuring safety of every person on ERDA Location including employees, officers, director of ERDA, visitors, etc.; especially in case of any incidences of indiscipline, gherao, demonstration, strike, labour unrest, etc. and immediately inform the management about the same.
- 3.1.19 Preventing entry of any unauthorized persons, cattle's, dogs and ensure no damage or loss is caused to ERDA property.
- 3.1.20 Exercising adequate checking, vigilance and measures for preventing robbery or theft of any materials, samples, equipment, etc.
- 3.1.21 Regulating entry of all authorized vehicles into the ERDA's Location and ensuring proper, organized and safe parking for the vehicles belonging to ERDA staff, employees, officers, trustee, management, visitors, customers, etc.
- 3.1.22 Ensuring employees and every person required to wear safety shoes or any other safety device, headgears, gadgets or material, wear the safety material at all times while in such restricted area or while handling or approaching dangerous equipment's, instruments, chemicals, electrical appliances, etc.
- 3.1.23 Supervising and controlling its Personnel and following all instructions and directions of, and causing its Personnel to follow instructions and direction of P&A Department of ERDA and policies, guidelines, penalties and actions recommended by Head Corporate of ERDA from time to time.
- 3.1.24 Exercising frequent checks on the employees to ensure there is no unauthorized assembly, movement or instances of indiscipline or any acts or omissions against the interest of the organization.
- 3.1.25 Ensuring there is no tress passing over ERDA's Location or any hawkers in or around ERDA's Location and report all such incidences to ERDA immediately.
- 3.1.26 Ensuring that the supervisor/In-charge/Guards deputed by Security Agency takes round at least once on two hourly basis as decided by ERDA management to ensure that the security guards are vigilant and follow their instructions and comply with their duties.
- 3.1.27 Monitoring the CCTV footages on continuous basis and take necessary action in case of any suspicious activities or observations.
- 3.1.28 Ensuring courteous and polite behaviour of Personnel deputed with all persons including ERDA employees, its customers, MC (Management Committee) members and visitors.
- 3.1.29 Ensuring that the Personnel deputed at ERDA Location are clean and tidy, well dressed, experienced and physically, morally and mentally suitable for the job.
- 3.1.30 The Number of security posts to be manned and the way (shifts etc.) to be manned shall be the sole discretion of ERDA Authority.



- 3.1.31 The Security Agency must provide a reliever in place of the personnel (Security Officer, Security Supervisor, Security Supervisor Civilian, and Guards) and a substitute to be provided if any deployed manpower is absent.
- 3.1.32 Providing qualified, experienced, suitable Personnel and/or their replacements without any delay.
- 3.1.33 Replacing Personnel who are found violating any of ERDA's instructions or not doing duty as per our expectations ERDA immediately upon intimation by ERDA.
- 3.1.34 The cost towards hiring, recruiting, deploying, managing the security personnel along with the cost towards uniform and equipment needed as per the scope of works shall be considered in the monthly bill.
- 3.1.35 Ensuring that the Personnel wear their uniform and polished shoes at all times while on ERDA's Location and the uniforms are clean and pressed.
- 3.1.36 Maintaining all accurate records pertaining to the Personnel and provide a copy of such records including curriculum vitae, details of payments made to the Personnel and to the authorities for and on behalf the Personnel and provide a copy of the same including copies of statutory compliances pertaining to the Personnel, to ERDA on monthly basis and also immediately upon demand.
- 3.1.37 Carrying out necessary background verification, antecedents, police verification, health check-up, security checks before deputing the Personnel at the designated ERDA Location and ensuring that the Personnel deputed are not controversial or involved in any criminal, illegal or unlawful activities or convicted of any offence and are of good character, conduct and behaviour.
- 3.1.38 The Security Agency will provide every Saturday/Sunday training to all security guards regarding Security obligations, work, First-aid, AED Machine, Fire-fighting, Etiquettes, Snake Catching, etc.
- 3.1.39 Setting up a local office-Security Agency is expected to one office setup in Gujarat, if Security Agency does not have an office setup in Gujarat, they will be required to open the same at Vadodara / Gujarat within two months of issuance of the LoI.
- 3.1.40 The Security Agency will be responsible for supplying requisite security personnel for up keeping the security management of the ERDA as per the Scope of Work, for the period of **one year** which may be extended for further one-year period as per the terms and conditions stipulated in the Agreement. The Bidders are requested to refer to the RFQ and the detailed Scope of Work.
- 3.1.41 The Security Agency shall be responsible for discharging its obligations in accordance with the proposed Agreement to be signed between the ERDA Authority and the Security Agency ("**Agreement**"). The draft Agreement will be provided of the Security Agency, the specifications and Standards are set out in the Agreement.
- 3.1.42 The statements and explanations contained in this RFQ and Scope of work are intended to provide a better understanding to the Bidders about the subject matter of this RFQ and should not be construed or interpreted as limiting in any way or manner the scope of work and obligations of the Selected Bidder set out in detail in the Agreement or the ERDA Authority's rights to amend, alter, change, supplement

or clarify the Scope of Work of the ERDA to be awarded pursuant to the Bidding Documents. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including between this RFQ and the Agreement are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the ERDA Authority.

- 3.1.43 Preparing, monitoring Material Inward/Outward for customer's sample etc., Visitors Gate passes which are done by security Agency.
- 3.1.44 Monitoring vehicle movement in ERDA premises by all stake holders.
- 3.1.45 Ensuring flag-hoisting and it's related all activities by security Agency.
- 3.1.46 Daily frisking of all vehicles, visitors, contract personnel, ITI Apprentices, Trainees during entry and exist in ERDA premises.
- 3.1.47 Security Service Level (SLA) contract quote price bid will be based on activities mentioned, enumerated in tendering, terms, conditions, regulations, RFQ and scope of work etc.; **on labor hours, security personnel levels, and risk, penalty-based operational costs. Core Criteria Quote for Security SLA Pricing:** Security agencies calculate their bid pricing based on six primary operational supports (These are some quote criteria, security service agency may consider any other legal, valid terms for calculating Quote Cost while submitting cost in the tendering process).

Sr. No.	Core Criteria/Parameters for Quote for S-SLA	Descriptions
1	<b>Security Personnel Requirement – Type, Qualification, Experience</b>	Types of Guards, Security In-charge, Supervisors, Data Entry Operators
		Shift Timing, Security Personnel spending hours, paid holidays, relieving charges.
		Seasonal scenario like Rainy, Hot, Spring seasonal duties and its requirements
		Minimum Wages, PF, ESIC, WC, Bonus, Leave wages or other Allowances, licenses, as per local government laws as applicable to Security Agency SLA.
2	<b>Patrolling Parameters – Daily Number of Rounds</b>	Large perimeters requiring monitoring total points patrols checkpoints, Requirement of seasonal scenario like Rainy, Hot, Spring seasonal duties and its requirements.
3	<b>Technology and infrastructure Requirement</b>	<b>Hardware Provision:</b> The cost of Walkie Talkie, Metal Detectors, radio systems, guard- scanning / screens system (woman/man) and other instruments as required in security service level contact smooth functioning.
		<b>SLA Penalties:</b> based on imposes financial penalties for missed patrols or late arrivals, agencies to be covered risks etc.

4	<b>Statutory Compliance &amp; Overheads</b>	Mandatory Benefits: Local labor laws, social security contributions, worker compensation, and public liability insurance etc.
		Management Fee: The agency's internal margin covering supervision, training, recruitment, and corporate overhead etc.
5	<b>Special Duties to be carried out</b>	Celebration of Events, Programs, Flag-hoisting, Emergency Guards, Bouncers, Gunman requirements, ERDA Foundation Day, Republic and Independence days etc.
6	<b>Any other cost Criteria that is enumerated as per Scope of Work, Qualification Criteria which are not covered in this Parameters</b>	E.g. Security Service Personnel Insurance Part, Seasonal extra amenities requirement like Rainy shoes, Rain coats, CCTV Control Monitoring, Government liaisoning, Police Verification or any other requirements as per Scope of Work and qualification Criteria, Security Agency Service monthly charges or any other cost.

**Note:** Following the submission of the quote cost in the tendering process, the price will be regarded as the final cost and cannot be altered.

**Monthly Security Charges will be based on permanent points, patrolling points, providing security services as per Tender terms:-**

<b>Sr. No.</b>	<b>Locations</b>	<b>Monthly Charges (Rs.) + GST Extra</b>
1	Makarpura	
2	Savli	
3	Gurugram	
4	Rabale	

## **4. PENALTIES**

### **4.1. Penalties:**

#### **4.1.1. Other penalties will be based on activities which are enumerated as under:-**

<b>Sr. No.</b>	<b>Security Functioning</b>	<b>Penalties</b>
1	Unauthorised Entry	If any person found unauthorisedly entered in ERDA premises, the penalty will be up to Rs.5000/- per incident or based on severity of incident
2	Chewing Pan/Gutkha	If any person found chewing Pan/Gutkha inside ERDA premises, the penalty will be up to Rs.1000/- per incident.
3	Security Personnel not found on duty	If any security person not found on duty then the penalty will be up to Rs.2000/- per incident.
4	Patrolling points	If Security Supervisor / Security In-charge not followed frequency to take ERDA round as stipulated time then in that case the penalty will be up to Rs.1000/- per incident
5	Security Personnel Deputed untrained / physically unfit or found security person having any criminal case or not using safety, protective equipment or dress code	If such case found then the deputed security person should immediately replace within 24 hrs, and his sole responsibility liabilities will be on Security agency or fine up to Rs.1000/-
6	Losses, Damages, Misused occurred due to security negligence	In such case up to Rs.2000/- fine will be imposed or may be appropriate based on incident and loss occurred to ERDA.
7	ERDA Rules, regulations and Govt; statutory compliance	Not followed then appropriate penalty or minimum penalty will be up to Rs.5000/- per incident or based on losses incurred due to non-compliances.
8	Material in/out without valid gate pass and not followed as per ERDA process	In such case or incident happen then penalty will be up to Rs.2000/- per incident
9	Monitoring Cattle, Dog, Any Animal in side ERDA premises	If any incident occurred and makes any physical injury, loss to person inside ERDA premises, the penalty will be up to Rs.3000/- or appropriate penalty will be imposed base on incident

10	ERDA rules, regulations, terms, condition enumerated in Security Service RFQ, Scope of Work/Agreement	If not followed rules, regulations, terms of agreement, LOI/PO the appropriate penalty will be imposed by ERDA management based on incident and losses.
11	ERDA Compound Wall/Fencing inside/outside vigilance	Every day to check, take round for vigilance three times in a day, if not monitored penalty will be up to Rs.2000/-
12	If any security guards, supervisors, personal found in sleeping during duty hours	Than security agency will take immediate action to replace such person immediately and ERDA will impose fine of up to Rs.2000/- per incident as penalty for negligence during duty hrs.
13	If any breach of terms of agreement or any kind of theft occurred due to security agency laps	Than ERDA may penalize base on gravity of incident. Appropriate amount as decided by ERDA management