



GOVERNMENT OF BIHAR
DEPARTMENT OF ART & CULTURE

INVITES e-TENDER
FOR
PROVIDING SECURITY SERVICES TO THE DEPARTMENT AND ITS
INSTITUTIONS

TENDER INVITING AUTHORITY

DEPARTMENT OF ART & CULTURE
GOVERNMENT OF BIHAR
PATNA, BIHAR

Tender Ref. No: 01/Vividh 01-36/2025/...⁴²⁸

Date:06/04/ 2026

Through e-Procurement Portal: <https://eproc.bihar.gov.in>

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1. E-TENDER NOTICE / TENDER SCHEDULE

BACKGROUND AND INTRODUCTION

The Department of Art & Culture, Government of Bihar, is a key government department entrusted with the responsibility of the preservation, promotion, and dissemination of the State's rich and diverse cultural, artistic, and historical heritage. The Department functions through its three established Directorates, namely:

- Directorate of Cultural Affairs
- Directorate of Museums
- Directorate of Archaeology

Each Directorate plays a significant role in policy formulation, implementation, and management of cultural, museum and archaeological activities across the State of Bihar.

In addition to the above the Department oversees, administers and supports several registered and recognized institutions that significantly contribute towards fulfilling the Department's mandate. These institutions include:

- **Bihar Lalit Kala Akademi, Bihar** – for promotion of visual and fine arts
- **Bihar Sangeet Natak Akademi** – for preservation and development of music, dance, and theatre traditions
- **Bharatiya Nritya Kala Mandir** – a premier institution for classical dance and cultural education
- **Mithila Chittrakala Sansthan, Madhubani** – dedicated to the promotion and preservation of Mithila (Madhubani) painting
- **Bihar Heritage Development Society** – for heritage conservation and development initiatives
- **Bihar State Film Development and Finance Corporation Limited** – for facilitation of film production and promotion of Bihar as a film-friendly destination

Together, these Directorates and institutions constitute an integrated framework for safeguarding Bihar's cultural legacy while fostering contemporary artistic expression and public engagement.

Further, the Department is responsible for the protection, management and running of 12 operational cultural auditoriums cum art galleries, 27 Museums and 56 Archaeologically Protected Sites located across various districts of the State of Bihar. These museums and heritage sites attract scholars, artists, tourists, and the general public, thereby necessitating a secure, orderly, and well-regulated environment in accordance with national standards of heritage conservation and public service delivery.

Given the scale, geographical spread, and specialized nature of these offices, institutions, museums, and protected sites, the Department requires the engagement of professional and experienced security service providers to ensure effective day-to-day security operations, safeguarding of assets, protection of visitors and staff, and maintenance of overall safety and discipline.

Accordingly, the Department of Art & Culture, Government of Bihar invites e-Tenders from eligible, reputed and duly registered security service agencies for providing comprehensive security services to the Department as per the terms and conditions detailed in this Tender Document.

Approximate Requirement:

Sr. No.	Name of the Directorate	Tentative security requirement
1	Directorate of Culture Affairs	96
2	Directorate of Museum	152
3	Directorate of Archaeology	144
	TOTAL	392

- (a) Deployment of 392 Skilled Security Guards (without arms) and 09 Security Guard Supervisors shall be deployed and based at the divisional level to supervise security personnel posted at various offices, institutions, museums and protected sites falling within the respective divisions, as directed by the Department and manning the designated guard posts on a round-the-clock basis in three shifts. The requirement of security guards may be increased or decreased as per exigencies of work and administrative needs from time to time and admissible as per rules.
- (b) Deployment of Security Guards during department working hours in accordance with the Bihar Manpower Recruitment Policy, with weekly one day off as prescribed, ensuring uninterrupted services through suitable replacement.

Tender Details

Particulars	Details
File No.	F. No. 01/Vividh 01-36/2025
Tender Reference No.428.....
Mode of Tender	e-Tender (Online through e-Procurement Bihar Portal)
Date of Issue	06/04/ 2026
Type of Contract	Service Contract
Bid System	Two-Bid System (Technical & Financial)
Bid Validity	For a period of 120 (one hundred twenty) days from the last date of submission of bids

2. SCHEDULE TO TENDER

S. No.	Activity Description	Schedule
01	Availability of Tender Document	From 07/04/2026 on https://eproc.bihar.gov.in
02	Last date for submission of written queries for clarifications	All the queries should be received by the 16/04/2026 on or before 12:00 Noon, through email only in the prescribed format with subject line as follows: "Pre-Bid queries -<Bidder's Name>". The Pre-Bid queries to be sent to the following Email Id: Email ID: secart-bih@nic.in

03	Last Date & Time for Online Submission of Bids	30/04/ 2026 on or before 4:00 PM
04	Technical bid opening date and time	04/05/ 2026 by 12:00 PM
05	Earnest Money Deposit (EMD)	₹ 20,00,000/- (Twenty Lakh Only)
06	Estimated Cost of Tender (1 years)	₹ 9,63,66,576/- (Rupees Nine Crore Sixty-Three Lakh Sixty-Six Thousand Five Hundred Seventy-six Only)
07	Cost of Bid Document	₹ 5,000/- (Five Thousand Only)
08	Tender processing charges	As per e-proc norm
09	Mode of Tender	e-Tender (Online Only)
10	Bid System	Two-Bid System (Technical & Financial)

Important Instructions

1. Bids shall be submitted online only through the Bihar Government e-Procurement Portal. No physical bids shall be accepted under any circumstances.
2. Interested Security Service Providers are advised to visit the offices, institutions, museums, archaeological sites, and other establishments under the Department of Art & Culture, Government of Bihar, to assess the actual scope and requirement of services before submission of their bids.
3. Bidders who are not already enrolled on the Bihar Government e-Procurement Portal must complete their registration/enrolment prior to participating in the tender process.
4. Tenders are liable to be summarily rejected if any of the conditions, terms, or instructions stipulated in the tender document are not complied with.
5. Any Amendment / Corrigendum / Clarification, if required, shall be published only on the Bihar Government e-Procurement Portal, and bidders are advised to regularly visit the portal for updates.
6. The Department of Art & Culture, Government of Bihar, reserves the absolute right to cancel, modify, or withdraw the tender, either in part or in full, at any stage of the tender process, without assigning any reason whatsoever.

3. SCOPE OF SECURITY SERVICES AND GENERAL OBLIGATIONS

1. The Security Agency shall provide comprehensive security services for regulating entry of visitors and personnel and for safeguarding the premises under the Department of Art & Culture, Government of Bihar, including its offices, museums, cultural institutions, archaeological sites, and other establishments, along with all immovable and movable assets, artefacts, records, documents, equipment, and properties, against theft, pilferage, vandalism, encroachment, or any untoward incident.
2. The successful bidder shall provide security services by deploying physically fit, adequately trained, disciplined, and experienced security personnel, strictly in accordance with the provisions of the Private Security Agencies Regulation Act (PSARA) and all applicable guidelines, rules, and instructions issued by the Government of Bihar from time to time.
3. Security personnel shall be deployed round the clock in three shifts and/or in a single shift, as decided by the Department of Art & Culture, Government of Bihar, depending upon site-specific requirements. Each shift shall ordinarily be of eight (08) hours, in compliance with applicable labour laws and manpower outsourcing norms.

4. The agency shall ensure that all personnel deployed are medically fit, mentally alert, and adequately trained. The minimum age of security guards shall not be less than 18 years, and the maximum age shall not exceed 45 years for Guards and 50 years for Supervisors, or such age limits as may be prescribed or amended by Government norms from time to time.
5. The agency shall deploy personnel exclusively for duties assigned under the Department of Art & Culture and shall ensure that they are properly briefed, sensitised, and trained to perform their duties to the full satisfaction of the Department and its authorised officers.
6. The agency shall submit a complete list of personnel proposed for deployment, along with valid proof of identity, credentials, recent photographs, and police verification certificates, prior to deployment. Only personnel of good moral character and with no criminal antecedents shall be deployed. The agency shall ensure periodic rotation of personnel, as required.
7. In case of negligence, dereliction of duty, misconduct, or indiscipline by any deployed personnel, the agency shall take immediate disciplinary action and replace such personnel forthwith, without any additional cost or liability to the Department of Art & Culture. The Department shall have the right to seek indemnification, compensation, or legal remedy, as per law, for any loss or damage caused.
8. The agency shall perform all obligations under the contract with due diligence, efficiency, professionalism, prudence, and economy, in accordance with established security service practices and all instructions issued by the Department of Art & Culture or its authorised officers from time to time.
9. In the event of vandalism, encroachment, theft, law-and-order situations, or emergencies, the agency shall be fully responsible for taking immediate preventive, control, and protective measures, in coordination with local police and other authorities. The agency shall maintain adequate communication facilities and shall deploy additional manpower, if required, during such situations, without compromising overall security coverage.
10. The successful bidder shall, at all times, carry out the services assigned or entrusted by the Department of Art & Culture, Government of Bihar, or by any officer authorised on its behalf, and shall strictly comply with all instructions issued from time to time. The services shall be rendered to the full satisfaction of the Department, including all ancillary and incidental duties consistent with the terms and conditions of the contract. The bidder shall act with due responsibility, diligence, skill, and professionalism expected of a trained security service provider.
11. The successful bidder shall, at its own cost, provide approved uniforms and name badges to all deployed personnel and ensure that the same are worn and maintained in proper condition. All incidental items such as belt, shoes, socks, cap, torch with batteries, rechargeable emergency lights, cane stick, rain gear, etc., shall be provided by the bidder at its own cost. The bidder shall also issue photo identity cards with personal details to all deployed personnel. Maintenance of discipline, dress, decorum, and conduct of the security personnel shall be the sole responsibility of the bidder.
12. The successful bidder shall designate one or more authorised representatives/supervisors for day-to-day coordination with the Department of Art & Culture and its institutions. Such representative(s) shall remain in regular contact with the Department and shall promptly receive and act upon instructions relating to deployment, supervision, and performance of services.



- 13. The security personnel deployed shall not carry any arms or ammunition within the premises under the Department of Art & Culture, unless specifically permitted in writing by the Department and strictly in accordance with applicable laws and rules.
- 14. The personnel deployed by the bidder shall not reside within the premises of any office, museum, institution, or site under the Department of Art & Culture under any circumstances.
- 15. The bidder shall strictly comply with all applicable statutory provisions/reservation policy as per GAD, Bihar letter number 13876 dated 3-11-2017 for outsourcing resources as per government guidelines including but not limited to labour laws, minimum wages, EPF, ESI, GST/taxation, and other applicable laws during the period of contract. The bidder shall be solely responsible and liable for any violation or non-compliance of any Act, Rule, Regulation, Notification, or Order issued by the Government of India or the Government of Bihar from time to time.

16. Duties of Security Guards

The illustrative duties and responsibilities of the Security Guards deployed under the Department of Art & Culture, Government of Bihar shall include, but not be limited to, the following:

- a. Checking, verifying, and maintaining records of inventory, materials, equipment, and consignments entering into or moving out of the premises under the Department, with or without valid gate pass or authorised permission.
- b. Opening and closing of buildings, galleries, offices, libraries, storage areas, and rooms as per prescribed schedules and instructions, and maintaining vigilance over housekeeping, horticulture, maintenance, and other support staff during cleaning and maintenance activities, particularly before commencement of public or office hours.
- c. Maintaining registers and records of entry and exit of vehicles, including cars, buses, trucks, and other conveyances used for official purposes, loading/unloading of materials, exhibitions, events, maintenance works, or any other authorised activity.
- d. Promptly reporting any defect, damage, or malfunction observed in civil works, electrical installations, fire safety systems, communication networks, CCTV surveillance systems, access control systems, or other infrastructure, and facilitating timely rectification by informing the concerned authorities.
- e. Regulating and monitoring visitor entry, checking tickets/passes wherever applicable, and ensuring smooth, orderly, and disciplined movement of visitors within the premises, galleries, and other public areas.
- f. Exercising strict vigilance to protect buildings, galleries, monuments, installations, equipment, and other assets from damage, defacement, vandalism, encroachment, misuse, or unauthorised activities.
- g. Safeguarding antiquities, artefacts, artworks, manuscripts, archival material, and collections, whether on display or kept in reserve/storage areas, as per assigned duties and security protocols.
- h. Conducting regular patrolling and security rounds, including during night hours, to maintain alertness and to prevent theft, trespass, or any untoward incident.
- i. Being fully conversant with security, safety, and fire emergency procedures, including smoke detection systems, alarm panels, zonal controls, and emergency exits, and ensuring the serviceability of fire-fighting equipment and security devices.
- j. Operating different types of fire extinguishers and responding promptly and effectively in the event of fire, natural calamity, or any other emergency situation, in coordination with concerned authorities.



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- k. Identifying, reporting, and taking preventive action regarding any inflammable, explosive, or hazardous materials found unattended or placed near electrical installations, equipment, or sensitive areas.
 - l. Regulating and monitoring the entry and movement of courier personnel, vendors, contractors, suppliers, and service providers, particularly in the absence of concerned departmental officials or staff.
 - m. Operating water pumps, monitoring overhead and underground water tanks, and ensuring that there is no overflow, leakage, or wastage of water, as per instructions.
 - n. Ensuring availability of First-Aid kits at designated locations and providing initial assistance in case of medical emergencies, while promptly informing the concerned authorities.
 - o. Ensuring that lights, fans, air-conditioners, electrical equipment, water taps, and other utilities are properly switched off after office hours, on holidays, and during non-operational periods, as directed.
 - p. Enforcing discipline and decorum within the premises, including strict prohibition of consumption of alcohol, tobacco, pan/pan masala, smoking, loitering without purpose, photography in restricted areas, or any other prohibited activity.
 - q. Performing any other duty related to security, safety, regulation, and smooth functioning of the establishments, as assigned by the Department of Art & Culture, Government of Bihar, or by officers authorised on its behalf.

17. Duties / Responsibilities of Security Supervisor

The Security Supervisor shall be adequately experienced, competent, and well-versed with the duties and responsibilities of Security Guards and overall security operations so as to effectively guide, supervise, control, and monitor their performance at various establishments under the Department of Art & Culture, Government of Bihar. The Security Supervisor shall be stationed at the designated Sub-Divisional Office and shall be responsible for regular coordination, supervision, and monitoring of security arrangements across the districts falling under his/her jurisdiction. The illustrative duties and responsibilities shall include, but not be limited to, the following:

- a. Conducting daily briefings on routine duties and periodic (weekly/need-based) briefings and training sessions on security management, fire safety, emergency response, crowd control, and Standard Operating Procedures (SOPs), including job-specific and site-specific training for security personnel deployed in the respective districts.
- b. Collecting, compiling, maintaining, and regularly updating important contact details of district-level and local emergency agencies, including police stations, fire stations, hospitals, ambulance services, district administration, disaster management authorities, and ensuring their availability at Sub-Divisional and site-level security points.
- c. Preparing, implementing, and monitoring duty rosters, district-wide deployment plans, shift schedules, post assignments, and leave arrangements for all security personnel deployed within the respective districts, and continuously supervising their attendance, punctuality, discipline, and performance.
- d. Ensuring provision of weekly offs and rest periods to all security personnel in accordance with applicable labour laws, manpower outsourcing norms, and Government guidelines, while ensuring uninterrupted security coverage through proper substitution. Any deviation shall be promptly reported to the Department of Art & Culture or its authorised officers.
- e. Making regular and surprise supervisory visits to offices, museums, institutions, archaeological sites, and other establishments within the assigned districts, and maintaining continuous coordination with deployed guards and departmental officials to ensure proper

- turnout, discipline, alertness, availability of trained manpower, and satisfactory performance of duties.
- f. Attending to, recording, and ensuring prompt redressal of complaints, observations, or deficiencies related to security services at district level, and submitting action-taken reports to the Department of Art & Culture or its authorised officers on a regular basis.
 - g. Ensuring timely preparation and submission of daily, weekly, district-wise, and incident-based reports, and maintaining accurate attendance, deployment, and performance records of all security personnel, including through biometric, electronic, or manual systems, as prescribed.
 - h. Supervising patrolling teams and static posts across the districts, ensuring effective vigilance, compliance with prescribed or situation-based patrol routes, and readiness to respond to contingencies.
 - i. Coordinating on a regular and need-based basis with the Department of Art & Culture, Government of Bihar, its district-level institutions, and local authorities in case of unscheduled changes in deployment, special events, exhibitions, festivals, VIP visits, or emergency situations, and ensuring immediate implementation of revised instructions issued by the Department from time to time.

4. ELIGIBILITY CRITERIA

#	Eligibility Criteria	Supporting Documents
1.	<p>Legal Valid Entity-Bidder should be either:</p> <ul style="list-style-type: none"> • A company registered under the Indian Companies Act, 2013/1956 OR • A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR • A partnership firm registered under the Indian Partnership Act, 1932 • Proprietorship Firm <p>Note: Joint Venture/ Consortium is not allowed</p>	Attested copy of Registration Certificate shall only be acceptable
2	<p>PSARA License</p> <p>The bidder must possess a valid PSARA license issued by the Competent Authority, valid for the State of Bihar on the date of bid submission.</p>	Self-attested copy of valid PSARA License shall only be acceptable
3	<p>Registration -Bidder should be either:</p> <p>The bidder should be register with the income Tax, Goods and Service Tax and also registered under the labour laws, Employee Provident Fund Organization, Employees State Insurance Corporation under Bihar Jurisdiction</p>	In proof of having fully adhered to minimum eligibility criteria -attested Copy of PAN, GST Registration, EPF Registration, ESIC Registration and valid labour license under Bihar Jurisdiction shall only be acceptable and ITR of last three financial year 2022-23, 2023-24 and 2024-25.
4	<p>Establishment:</p> <p>The bidder must have its registered office actively located in Patna, Bihar. The bidder should submit documentary proof for the same</p>	In proof of having fully adhered to minimum eligibility criteria -attested copy of documentary proof for registered office located in Patna, Bihar shall only be acceptable

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5	<p>The bidder should have implementation experience of security service supply with respect to State/Central government department or semi government organization during the last five years as per following details: -</p> <p>One similar completed project costing not less than the amount equal to 80% of the estimated Value (Rs. 7.70 Crore)</p> <p>OR</p> <p>Two similar completed projects not less than the amount equal to 50% of the estimated cost (Rs. 4.81 Crore)</p> <p>OR</p> <p>Three similar completed services costing not less than the amount equal to 40% of the estimated cost (Rs. 3.85 Crore)</p>	<p>In proof of having fully adhered to minimum eligibility criteria -attested copy of documentary proof of experience in the department under Govt./PSU's from FY-2020-21, 2021-22, 2022-23, 2023-24 and 2024-25 shall also be required to be submitted</p>
6	<p>Bidder's average annual turnover must be INR 5.00 Crores or above for the last three financial years (2022-23, 2023-24 and 2024-25) in related services of providing security services.</p>	<p>In proof of having fully adhered to minimum eligibility criteria, attested copy of the audited balance sheets (audited by Chartered Accountant with UDIN) for the completed three financial years 2022-23, 2023-24 and 2024-25 shall only be accepted</p>
7	<p>The bidder shall submit an undertaking of not being blacklisted, insolvent or convicted of any criminal offense pending as on date of bid submission</p>	<p>Notarized affidavit on a stamp paper of Rs.100/- stating that the firm has not been blacklisted and that its business dealings with any Government / Ministry / Department have not been banned.</p>

5. TERMS & CONDITIONS: SECURITY SERVICES

- a. **Contract Validity:** The contract shall initially be valid for a period of one (01) year from the date of commencement of services and may be extended for a further period, subject to satisfactory performance, continued requirement, and administrative approval of the Department of Art & Culture, Government of Bihar. Extension, if any, shall be granted by giving an advance notice of at least seven (07) days. The contract shall automatically expire upon completion of the contract period unless extended or terminated earlier in accordance with the terms and conditions of the contract.
- b. **Performance Security:** The successful bidder shall submit a Performance Security in the form of a e-Bank Guarantee (eBG) which would be ten percent (10%) of the accepted contract value, within the stipulated time after issuance of the Letter of Award (LoA). The Performance Security shall remain valid for the sixty days beyond all contractual obligation, including any extension thereof, and shall be liable to forfeiture, in whole or in part, in case of breach of contractual obligations.
- c. **Resolution of Disputes:** Any dispute or difference arising out of or in connection with the contract shall, as far as possible, be resolved amicably through mutual consultation between the parties. If the dispute is not resolved within thirty (30) days, the matter shall be referred to arbitration by a Sole Arbitrator appointed by the Competent Authority of the Department of Art & Culture, Government of Bihar. The arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time, and the decision of the Arbitrator shall be final and binding on both parties.

 

- d. **Jurisdiction:** The courts at Patna, Bihar, shall have exclusive jurisdiction in respect of all matters arising out of or relating to this contract.
- e. **Signing of Agreement:** A formal agreement shall be executed between the Department of Art & Culture, Government of Bihar, and the successful bidder on non-judicial stamp paper of appropriate value, as applicable on the date of execution, after submission and acceptance of the required Performance Security and fulfilment of other contractual formalities.
- f. **Penalties / Liquidated Damages:** Any lapse, deficiency, or non-performance attributable to the service provider shall attract penalties / liquidated damages, which may be recovered from the monthly bills, dues payable, or the Performance Security, as under:

S. No.	Nature of Default	Penalty / Recovery
1	Delay in disbursement of wages to deployed security personnel beyond 07 (seven) days from the end of the wage month	₹ 5,000 per day × number of days of delay
2	Short supply of security guard against approved deployment, continuing beyond 24 hours	₹ 500 per person per day × number of days of short deployment
3	Failure to prevent theft of property, equipment, or stores within the Premises attributable to negligence of deployed personnel	₹ 5,000 per incident plus recovery of the approximate cost of stolen items
4	Non-compliance with tender terms and contract conditions , including statutory obligations	₹ 5,000 per month of non-compliance
5	Indiscipline, negligence, or misconduct during duty hours, including violation of prescribed code of conduct	₹ 5,000 per incident
6	Failure to prevent serious crime within the deployed Premises due to negligence or dereliction of duty	₹ 50,000 per incident

**Repeated lapses may lead to further action including termination of the contract.*

6. ADDITIONAL TERMS & CONDITIONS – SECURITY SERVICES

- a) **Working Hours and Holidays:** The deployed security personnel may be required to report early, sit late, or perform duties on Saturdays, Sundays, or Gazetted Holidays, as per the operational requirements of the Department of Art & Culture, Government of Bihar, its offices, institutions, museums, and sites. No additional payment shall be admissible on this account beyond the agreed contract rates.
- b) **General Compliance:** The service provider shall strictly comply with all instructions issued by the Department of Art & Culture, Government of Bihar, or its authorised officers from time to time, and shall adhere to all applicable labour laws, manpower outsourcing policies, statutory rules, and Government guidelines throughout the contract period.
- c) **Non-Subletting:** The Bidder/Agency/Firm shall not sublet, assign, or transfer, in whole or in part, the work awarded under this contract to any other bidder/agency/firm, without prior written approval of the Department.

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- d) **Removal / Replacement of Personnel:** The Department of Art & Culture, Government of Bihar, shall have the right to seek removal and immediate replacement of any deployed personnel who is found unsuitable, negligent, undisciplined, or unsatisfactory in performance, without assigning any reason.
- e) **Employer–Employee Relationship:** All personnel deployed by the Bidder/Agency/Firm shall remain on its own rolls, and shall have no employer–employee relationship whatsoever with the Department of Art & Culture or the Government of Bihar. The Bidder/Agency/Firm shall be solely responsible for all claims, liabilities, and obligations relating to such personnel, during or after the contract period.
- f) **Attendance Verification:** The Bidder/Agency/Firm shall ensure daily attendance verification of deployed personnel from the concerned Sectional Officer / Officer-in-Charge / Site In-charge of the office, institution, museum, or site where such personnel are posted.
- g) **Weekly Off and Labour Law Compliance:** The Bidder/Agency/Firm shall deploy personnel in such a manner that weekly rest, duty hours, and leave are provided strictly in accordance with the Bihar Manpower Recruitment Policy and applicable labour laws. The agency shall ensure compliance with all provisions relating to wages, rest days, holidays, festivals, and statutory benefits.
- h) **Periodic Review and Feedback:** An authorised representative of the Bidder/Agency/Firm (Owner/Director/Partner/Manager) shall contact the Department of Art & Culture or its designated officers at least twice a month to review performance and take corrective measures, if required.
- i) **Police Verification:** The Bidder/Agency/Firm shall ensure police verification of character and antecedents of each deployed person prior to deployment. Proof of such police verification shall be submitted to the Department of Art & Culture, Government of Bihar.
- j) **Uniform and Identity** The Agency shall provide uniforms (minimum of two set uniform each of summer and winter uniform in April and October each year) along with identity cards, and necessary safety equipment to all deployed personnel at its own cost. All deployed personnel shall wear the approved uniform with name badge/plate, provided by the agency at its own cost.
- k) **Damage to Property:** Any damage to property, assets, artefacts, records, or infrastructure under the Department of Art & Culture caused due to negligence or carelessness of deployed personnel shall be borne by the Bidder/Agency/Firm and shall be reported immediately to the competent authority.
- l) **Alternative Arrangement at Risk & Cost:** In case of failure to provide satisfactory services, the Department of Art & Culture, Government of Bihar, shall be at liberty to get the services performed through another agency at the risk and cost of the service provider.
- m) **Non-Performance:** In case of non-performance or inadequate performance, the Department reserves the right to arrange services from other sources at the risk and cost of the agency, without prejudice to other contractual remedies.
- n) **Forfeiture of EMD:** If the successful bidder fails to deploy the required manpower within the stipulated time or fails to furnish the Performance Security, the Earnest Money Deposit (EMD) shall stand forfeited and credited to the Government account.
- a. EMD of all unsuccessful bidders would be refunded by the DAC within thirty (30) days of issuance of LOI to the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee (PBG).
- b. The successful Bidder's Bid security shall be discharged upon the Bidder signing the Agreement.
- c. The EMD amount is interest free and will be refundable to the unsuccessful



bidders without any accrued interest on it.

- d. Bidders who are eligible to be exempted from depositing EMD according to the Bihar-Purchase-Preference-Policy-2024 should submit documentary proof thereof along with technical bid online through e- proc2 portal
- e. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected without providing opportunity for any further correspondence to the bidder concerned.
- f. The EMD may be forfeited:
 - i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - ii) In case of successful bidder, if the bidder
 - a) If a bidder fails to sign the contract in accordance with the terms of the bid documents
 - b) Bidder fails to furnish required performance security in accordance with the terms of bid document within the time frame specified by the client
 - c) Fails to refuse to honour his own quoted prices for the services or part thereof.
- o) **Termination of Contract:** The contract may be terminated by the Bidder/Agency/Firm by giving three (03) months' prior notice, and by the Department of Art & Culture, Government of Bihar, by giving one (01) month's prior notice. Notwithstanding the above, the Department reserves the right to terminate the contract forthwith in case of negligence, breach of contract, or unsatisfactory performance, with forfeiture of Performance Security and engagement of another agency at the risk and cost of the contractor.
- p) **Payment of Wages:** The Bidder/Agency/Firm shall ensure that monthly wages/salaries are paid to all deployed personnel on or before the 5th of every month, through bank transfer/ECS only, without any unauthorised deductions. Delay shall attract a penalty of ₹500 per day, recoverable from bills. Payment to personnel shall not be linked to receipt of payment from the Department. The Agency shall submit monthly proof of deposit of EPF & ESIC contributions in respect of the personnel deployed, in their respective names, along with the bill for the subsequent month. In case of failure to submit such proof, the amount claimed towards EPF & ESIC shall be withheld until the required documents are produced.
- q) **Salary Slips:** Salary slips containing full details shall be issued to all deployed personnel every month, and copies thereof shall be submitted to the Department of Art & Culture for verification.
- r) **Submission of Bills:** Bills shall be submitted in the first week of the succeeding month for actual services rendered, after due verification of attendance. Payments shall be made on a pro-rata basis, after deductions for absenteeism or penalties, provided the bills are complete and correct in all respects.
- s) **Fire Safety Training:** The agency shall ensure that all deployed personnel are adequately trained in fire safety operations and are capable of operating fire-fighting equipment installed at various establishments under the Department. Mock fire drills shall be conducted periodically or whenever there is a change in personnel.
- t) **Misconduct and Disciplinary Action:** In case of misconduct, indiscipline, incompetence, or security risk posed by any deployed personnel, the agency shall take appropriate disciplinary action and remove such personnel within two (02) days of intimation. Personnel shall remain fully cooperative during emergencies.
- u) **Loss Due to Negligence:** Any loss caused to the Department of Art & Culture due to negligence or lapse on the part of deployed personnel shall be borne by the agency, and

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- the Department shall be entitled to recover such amount from bills or Performance Security. Repeated lapses may result in termination of the contract.
- v) **Theft / Pilferage:** In case of theft, pilferage, or other offences, the agency shall conduct preliminary inquiry, lodge FIR where required, and coordinate with police authorities in consultation with the Department. Entire responsibility for legal proceedings shall lie with the agency.
- w) **Welfare of Personnel:** All expenses relating to transportation, food, medical care, accommodation, and other welfare requirements of deployed personnel shall be borne by the Bidder/Agency/Firm. The Department of Art & Culture shall have no liability in this regard.
- x) **No Claim for Absorption:** Personnel deployed under this contract shall not be entitled to any claim for pay, perks, absorption, regularisation, or permanent employment in the Department of Art & Culture or the Government of Bihar, either during or after the contract period. This condition shall be clearly communicated to all deployed personnel.
- y) **Right of Acceptance:** Art and Culture Department shall be under no obligation to accept the lowest or any other tender received in response to this tender notice and reserves the right to accept or reject any or all bids, wholly or partially, without assigning any reason thereof.

7. INSTRUCTIONS FOR TECHNICAL BIDS

1. The Bidder/Firm/Agency shall enclose a **notarized affidavit** on a stamp paper of Rs.100/- stating that the firm has not been blacklisted and that its business dealings with any Government / Ministry / Department have not been banned. *(Suggested format enclosed separately)*.
2. The tender form shall be neatly filled in ink or typed. The Bidder/Firm/Agency shall quote the rates and amounts both in figures and words. Any unauthenticated overwriting or alteration shall render the tender liable for rejection. The tender must be signed by the authorized signatory.
3. Self-attested copies of the following documents shall be enclosed:
 - o PSARA Registration Certificate
 - o License under Contract Labour (Regulation & Abolition) Act
 - o Provident Fund (PF) Registration Number
 - o ESI Registration Number
 - o PAN issued by Income Tax Department
 - o GST / Service Tax Registration Certificate
4. Copies of Income Tax Returns for the last three financial years, GST / Service Tax returns, and Satisfactory Performance Certificates issued by the concerned organizations where similar services have been rendered shall be enclosed.
5. The contractor shall produce documentary proof of identity, such as Aadhaar Card.
6. The Bidder/Firm/Agency must have minimum three (03) years' experience of handling security guards/supervisors for providing round-the-clock security services.
7. The bidder must be financially sound with minimum average annual turnover of Rs 10.00 Crore during the last three financial years (with minimum annual turnover of not less than Rs.5.00 Crore each year), duly supported by audited financial statements with UDIN.
8. The bidder shall submit the Earnest Money Deposit (EMD) online only through the Bihar Government e-Procurement Portal on or before the last date and time of bid submission, in the manner and mode prescribed on the portal. No physical submission of EMD in the form of Demand Draft or otherwise shall be accepted. In case of non-submission of EMD through the e-Procurement Portal or non-uploading of valid EMD exemption documents, as applicable, the Technical Bid shall not be considered and shall be summarily rejected.
9. Submission of false or misleading information / documents shall result in summary disqualification of the bidder at any stage of the tender process.

8. INSTRUCTIONS ON FINANCIAL BIDS

1. The Bidder/Firm/Agency shall ensure that the rates and amounts are written clearly in such a manner that no interpolation or overwriting is possible. No column in the Financial Bid shall be left blank, failing which the tender shall be liable to rejection.
2. All wages and statutory benefits, including Provident Fund (PF), Employees' State Insurance (ESI), bonus, leave, and any other statutory liabilities, shall be paid by the Agency. The Agency shall remain solely responsible for compliance with all applicable labour laws and shall be liable for any violation thereof.
3. Reimbursement of EPF and ESIC: EPF and ESIC contributions shall be reimbursed to the Bidder/Firm/Agency only upon submission of original deposit challans/receipts. The Agency shall submit monthly proof of deposit of EPF & ESIC contributions in respect of the personnel deployed, in their respective names, along with the bill for the subsequent month. In case of failure to submit such proof, the amount claimed towards EPF & ESIC shall be withheld until the required documents are produced.
4. The Agency shall strictly comply with the provisions of the Minimum Wages Act, as revised from time to time, for all personnel deployed. In case the minimum wages are enhanced by the Local Government / State Administration after submission of the tender, the payment of the differential amount shall be considered by the Department, as per applicable rules.
5. Firms not complying with the minimum wages criteria shall not be considered and shall be treated as ineligible.
6. The Department shall deduct Income Tax at Source (TDS) from the contractor's bills, as applicable under the Income Tax Act.
7. The Bidder shall note that all charges, overheads, administrative expenses, and profit margins required for providing the manpower shall be included in the Service Charges quoted in the Financial Bid. No additional or hidden charges shall be claimed on any account whatsoever.

 

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Annexure-I: Acceptance of Tender Conditions (Security Services Tender)

To,
The Secretary
Department of Art & Culture, GoB
3rd Floor, Vikas Bhawan, New Secretariat, Patna

Subject: Acceptance of Tender Conditions for Providing Security Services to the department of Art and Culture

Sir/Madam,

We, **[Name of the Bidder / Firm / Agency]**, having our registered office at **[Full Address]**, hereby submit our acceptance of all the terms and conditions, specifications, eligibility requirements, and instructions contained in the Notice Inviting Tender (NIT) and the Tender Document issued by the Department of Art & Culture, Government of Bihar, for providing security services through the Bihar Government e-Procurement Portal.

We confirm that we have carefully read and fully understood all the provisions of the tender document and agree to abide by the same unconditionally. We further undertake that:

1. We shall strictly comply with all statutory requirements, labour laws, and applicable government regulations during the contract period.
2. We agree that the manpower requirement indicated in the tender is indicative and may increase or decrease during the contract period as per administrative exigencies, without any claim for compensation.
3. We accept that the decision of the Competent Authority of the Department shall be final and binding in all matters related to this tender.
4. We confirm that all information and documents submitted by us in the Technical and Financial Bids are true and correct to the best of our knowledge.
5. We understand that submission of false or misleading information may lead to rejection of our bid and termination of contract, if awarded.

This letter is submitted as a token of our unconditional acceptance of the tender conditions.

Thanking you.

Yours faithfully,

For [Name of the Bidder / Firm / Agency]

Authorized Signatory

Name: _____

Designation: _____

Signature: _____

Seal of the Agency

Date: _____

Place: _____



Annexure-II: Assurance Letter for Establishment of Office in Bihar

To
The Secretary
Department of Art & Culture, GoB
3rd Floor, Vikas Bhawan, New Secretariat, Patna

Subject: Assurance / Undertaking for Establishment of Office in Bihar

Sir/Madam,

We, [**Name of the Bidder / Firm / Agency**], having our registered office at [**Complete Address**], hereby submit this assurance and undertaking in reference to the tender invited by the Department of Art & Culture, Government of Bihar, for providing security services through the Bihar Government e-Procurement Portal.

We hereby declare that at present we do not have an office / operational establishment within the State of Bihar. However, we solemnly assure and undertake that, in the event of award of the contract, we shall establish a fully functional office / operational presence within the State of Bihar within a period of thirty (30) days from the date of issuance of the Letter of Award (LoA) or as stipulated in the tender conditions.

We further undertake that:

1. The office established in Bihar shall be adequately staffed and operational for effective coordination and supervision of security services.
2. Failure to establish the office within the stipulated timeframe shall render us liable for action as deemed fit by the Competent Authority, including cancellation of the contract.
3. This assurance is binding on us and shall form an integral part of the tender conditions.

This undertaking is submitted voluntarily and with full understanding of the tender requirements.

Thanking you.

Yours faithfully,

For [Name of the Bidder / Firm / Agency]

Authorized Signatory

Name: _____

Designation: _____

Signature: _____

Seal of the Agency

Date: _____

Place: _____

 

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Annexure-III: Manpower Details of Security Personnel

(Submitted in compliance with Manpower Capability requirement of the tender)

Sl. No.	Category of Personnel	Number of Personnel Available	Trained (Yes/No)	Police Verified (Yes/No)	Uniformed (Yes/No)	Remarks
1	Security Supervisor					
2	Head Guard					
3	Security Guard (Unarmed)					
4	Security Guard (Armed)*					
5	Female Security Guard					
	Total Personnel Available					

Declaration

We hereby certify that the above information is true and correct to the best of our knowledge and belief. We further declare that all the listed personnel are on our rolls and are available for deployment as per the tender requirements, which may increase or decrease during the contract period as per administrative exigencies.

For [Name of the Bidder / Firm / Agency]

Authorized Signatory

Name: _____

Designation: _____

Signature: _____

Seal of the Agency

Date: _____

Place: _____

**Armed Security Guard : Security personnel engaged by the agency who is duly licensed under the relevant provisions of the Arms Act and other applicable laws, authorized to carry a valid firearm, and properly trained in handling arms for protection of persons, property, and premises.*



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Annexure-IV: Self-Declaration Regarding Blacklisting / Debarment Status

Affidavit to be submitted on Non-Judicial Stamp Paper of ₹100/- (Rupees One Hundred only).

To,
The Secretary
Department of Art & Culture, GoB
3rd Floor, Vikas Bhawan, New Secretariat, Patna

Subject: Self-Declaration Regarding Blacklisting / Debarment Status

Sir/Madam,

We, [Name of the Bidder / Firm / Agency], having our registered office at [Full Address], hereby solemnly declare that we have not been blacklisted, debarred, or declared ineligible by any Central Government / State Government / Public Sector Undertaking (PSU) / Autonomous Body / Statutory Authority as on the date of bid submission.

We further declare that:

1. No case related to blacklisting or debarment is pending or contemplated against us by any Government or Government-controlled organization.
2. In the event the above declaration is found to be false or misleading at any stage, our bid may be rejected and the contract, if awarded, may be cancelled without any notice, and we shall be liable for appropriate legal action as per applicable rules.

This declaration is submitted in compliance with the eligibility conditions of the tender invited by the Department of Art & Culture, Government of Bihar, through the Bihar Government e-Procurement Portal.

Thanking you.

Yours faithfully,

For [Name of the Bidder / Firm / Agency]

Authorized Signatory

Name: _____

Designation: _____

Signature: _____

Seal of the Agency

Date: _____

Place: _____

NOTE: A notarized affidavit on a stamp paper of Rs.100/-to this effect that the company has not been blacklisted or their business dealings with the Government/ Ministries/Department have not been banned. Undertaking by the bidder (as per copy enclosed in given format)



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Annexure-V: Declaration Regarding Financial Soundness and Annual Turnover

To,
The Secretary
Department of Art & Culture, GoB
3rd Floor, Vikas Bhawan, New Secretariat, Patna

Subject: Declaration Regarding Financial Soundness and Annual Turnover

Sir/Madam,

We, [Name of the Bidder / Firm / Agency], having our registered office at [Full Address], hereby declare and confirm that we are financially sound and fulfill the financial eligibility criteria prescribed in the tender document issued by the Department of Art & Culture, Government of Bihar, for providing security services.

We hereby certify that our average annual turnover must be INR 5.00 Crores or above for the last three financial years (2022-23, 2023-24 and 2024-25) in providing security services are detailed below:

Statement of Annual Turnover

Financial Year	Annual Turnover (₹ in Lakh)
2022-23	
2023-24	
2024-25	
Average Annual Turnover	

We further undertake that:

1. The above turnover figures are true and correct and are supported by Audited Balance Sheets / Profit & Loss Accounts, duly certified by a Chartered Accountant with UDIN.
2. In the event any information furnished above is found to be false or incorrect, our bid is liable to be rejected and the contract, if awarded, may be terminated as per tender conditions.

This declaration is submitted as part of the Technical Bid in compliance with the tender requirements.

Thanking you.

Yours faithfully,

For [Name of the Bidder / Firm / Agency]

Authorized Signatory Name: _____

Designation: _____

Signature: _____

Seal of the Agency

Date: _____

Place: _____

Annexure-VI: Work Experience Summary

Sr. No	Name of Department / Agency / Firm	Category (Govt / PSU / Private / Others)	Year of Allocation	Total Work Value (INR)	Number of Guards Deputed	Tenure of Work (From - To)	Status (Ongoing / Completed)
1							
2							
3							

Total Years of Experience: [..... Years,..Months]

Instructions for Submission:

- Document Verification: For every entry listed in the table above, ensure you attach the corresponding Work Order or Completion Certificate.
- Chronological Order: List your experience in reverse chronological order (starting with the most recent).
- Highlight Heritage Experience: If you have experience in museums or heritage sites, bold those entries to draw the evaluator's attention to your "desirable" qualifications.

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Annexure-VII: Basic details of the Agency

Sl. No	Descriptions	Information (Provide specific details below)	Page No. #
01	Name of bidder Company / Firm / Agency. Address of Regn office with phone/mobile, email/fax & WhatsApp number etc.	Name: [Insert Company Name] Address: [Full Registered Address] Phone: [Landline Number] Mobile: [Primary Mobile Number] WhatsApp: [WhatsApp Number] Email: [Official Email Address]	
02	Name of Proprietor / Director / Authorised signatory etc. of firm with tele/ mob, email etc.	Name: [Name of Person] Designation: [Proprietor/Director/Signatory] Mobile: [Mobile Number] Email: [Personal/Direct Email]	
03	PSARA Regn Number	License No: [Insert Number] Valid Up To: [Insert Expiry Date] State/Region: [Insert State]	
04	GST Regn Number	GSTIN: [Insert 15-digit GST Number]	
05	PAN / GIR Number	PAN: [Insert 10-digit Alphanumeric PAN]	
06	EPF Regn Number	EPF Code: [Insert Establishment Code]	
07	ESI Regn Number	ESI Code: [Insert ESI Registration Number]	
08	Details of EMD / relevant documents for its exemption	Instrument No: [DD/Cheque No. or UTR No.] Bank: [Bank Name] Amount: [INR Amount] <i>(Or mention MSME/NSIC Exemption Certificate details)</i>	
09	Notarized affidavit regarding blacklisting status.	Affidavit Date: [Date of Notary] Notary Regn No: [Insert Number] Status: Company has never been blacklisted by any Govt/Ministry/Dept.	



Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the bidder/company will be blacklisted and will not have any dealing with the NHHM in future.

Date: [Insert Date]

Place: [Insert Place]

(Signature of Authorized Person)

Name: [Insert Name]

Designation: [Insert Designation]

Stamp of the Firm: _____

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Annexure-VIII: FINANCIAL BID

FOR SECURITY SERVICES AT ART AND CULTURE DEPARTMENT, GoB

(To be submitted online as applicable)

A. Schedule of Rates

Sl No	Resource Type	Number of required manpower	Duration Month	Per Month Rate (INR)	Total Amount (1 year) (Annual Amount = Manpower × Monthly Rate × 12 months)
1	Security Guard (Skilled, without arm)	392	12		
2	Security Guard Supervisor	09	12		
Subtotal (Annual Manpower Cost)					₹
Service charges (3.85 to 7.00%)					₹
Subtotal (Including Service Charges)					₹
GST (as applicable)					₹
Grand Total Payable (Annual)					₹

B. Important Notes

1. Relieving / weekly off charges @ 1/6th shall be payable for Security Guards and Supervisors deployed for round-the-clock duty, i.e. 21 + 3 personnel for manning 07 posts on 24×7 basis.
2. EPF, ESI contributions and other applicable statutory taxes need not be quoted in this Financial Bid, as the same shall be paid / reimbursed separately on submission of original deposit receipts and supporting documents, as per tender conditions.
3. Unrealistic or unviable financial bids shall not be accepted.
 - Contractor's Service / Administrative Charges must be more than 3.85% to 7% of the consolidated wages.
 - Rates shall be quoted up to a maximum of two digits after the decimal point.
4. Quoting in fraction of a rupee is not permitted. Any bid quoting amounts in fractions of a rupee shall be summarily rejected.
5. All figures must be clear, legible, and without overwriting or interpolation.
6. All figures must be clear, legible, and without overwriting or interpolation.

Declaration

I/We hereby certify that the above rates are quoted in accordance with the tender conditions and statutory provisions and that no additional charges shall be claimed beyond the rates quoted above.

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

 

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Seal of Firm/Agency: _____

Date: _____

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