

**Art & Culture Department
Government of Bihar**

Notice Inviting Tender for Security Services

The Directorate of Museum, under the Department of Art & Culture, Government of Bihar, invites online bids from eligible and experienced agencies for providing professional security services on a contractual basis for the safety and protection of the premises, assets, and visitors at Buddha Samyak Darshan Museum-Cum-Smriti Stupa, Vaishali, Bihar. The selected agency will deploy trained security personnel to ensure effective security management and surveillance of the entire premises of Buddha Samyak Darshan Museum-Cum-Smriti Stupa, Vaishali, Bihar

Key Details:

- **Availability of RFP Documents:** From 13th March, 2026
- **Last Date for Submission of Queries:** 24th March, 2026 up to 12:00 PM
- **Last Date for Bids Submission:** 6th April 2026 up to 4:00 PM

For detailed terms and conditions, please visit: <https://www.eproc2.bihar.gov.in>
<https://state.bihar.gov.in/yac>

Vinay Kumar
13.03.26
Additional Director
Directorate of Museum
Department of Art & Culture
Government of Bihar.

**GOVERNMENT OF BIHAR
DEPARTMENT OF ART & CULTURE
DIRECTORATE OF MUSEUM**

**INVITE e-TENDER
FOR
PROVIDING SECURITY SERVICES**

**AT
BUDDHA SAMYAK DARSHAN MUSEUM-CUM-SMRITI STUPA, VAISHALI (BIHAR)**

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

Tender Ref: 03/Museum/Dept.-2-02/09/Part-II /13-03-2026/ Directorate of Museum

Date: 13/03/2026

TENDER INVITING AUTHORITY

**DIRECTOR, DIRECTORATE OF MUSEUM
DEPARTMENT OF ART & CULTURE
GOVERNMENT OF BIHAR
PATNA, BIHAR**



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1. E-TENDER NOTICE / TENDER SCHEDULE

The Directorate of Museum, Department of Art & Culture, Government of Bihar, on behalf of the Governor of Bihar, invites online bids under Two-Bid System (Technical Bid & Financial Bid) through the Bihar Government e-Procurement Portal (<https://eproc.bihar.gov.in>) from reputed and eligible Security Service Agencies registered under the Private Security Agencies Regulation Act (PSARA) and possessing valid licence for providing security services.

The requirement mentioned below is indicative and may increase or decrease during the contract period as per administrative exigencies.

Approximate Requirement:

- (a) **Deployment of Security Personnel:** The Agency shall deploy 50 (fifty) Skilled Security Guards (without arms) and 02 (two) Supervisors for manning the designated guard posts at Buddha Samyak Darshan Museum-cum-Smriti Stupa, Vaishali, Bihar (hereinafter referred to as "the Premises"). Deployment shall be on a round-the-clock basis in three shifts, ensuring continuous security coverage of all assigned locations.

Tender Details

Particulars	Details
File No.	F. No. 03/Museum/Wi-2-02/09/Part-II
Tender Reference No.	03/Museum/Dept-2-02/09/Part-II /13-03-2026/ Directorate of Museum
Mode of Tender	e-Tender (Online through e-Procurement Bihar Portal)
Date of Issue	13, March 2026
Type of Contract	Service Contract
Bid System	Two-Bid System (Technical & Financial)
Bid Validity	For a period of 90 (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 13 th March 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 24/03/2026 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: directorateofmuseum@gmail.com
03	Last Date & Time for Online Submission of Bids	6 th April, 2026
04	Earnest Money Deposit (EMD)	₹5,00,000/- (Rupees Five Lakh only)
05	Estimated Cost of Tender (1 years)	₹ 1,43,45,708/- (Rupees One Crore Forty-three Lakh Forty-five Thousand Seven Hundred Eight Only)
06	Cost of Bid Document	₹5,000/- (Five Thousand Only)
07	Tender processing charges	As per e-proc norm
08	Mode of Tender	e-Tender (Online Only)
09	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.
2. Interested Security Service Providers are advised to visit the Museum premises for assessing the actual requirement before submission of their bids.
3. Bidders who are not already enrolled on the e-Procurement Bihar portal must complete registration/enrolment prior to participating in the tender.
4. Tenders are liable to be rejected if any of the conditions stipulated in the tender document are not complied with.
5. Amendment/Corrigendum, if any, shall be published only on the e-Procurement Bihar Portal.
6. The Directorate of Museum, Department of Art & Culture, Government of Bihar, reserves the right to cancel or withdraw the tender, either in part or in full, at any stage, without assigning any reason thereof.
7. Pre-Bid Query: Bidders can seek written clarifications on or before pre-Bid date and time to directorateofmuseum@gmail.com. No further clarification whatsoever will be entertained after the pre-bid meeting date.

Sl. No.	Page No.	Section No.	Details as per RFP	Clarification sought
1				
2				

Note: Pre-Bid query will only be considered if the same is submitted in the above-mentioned format only.

3. SCOPE OF WORK: SECURITY SERVICES

1. The Security Agency shall provide security services for regulating entry of visitors and for safeguarding the museum premises, including immovable and movable assets, artefacts, records, and other properties, against theft, pilferage, vandalism, or any untoward incident.

2. The number of deployed Security Guards and Supervisors may be increased up to 20% by the Employer during the contract period, in accordance with applicable Government norms and operational requirements. The Agency shall comply with such variation without any change in the agreed rates and terms, except for proportionate adjustment in the total contract value based on the approved rates.
3. The successful bidder shall provide security services by deploying physically fit, adequately trained, disciplined, and experienced security personnel, in accordance with the Private Security Agencies Regulation Act (PSARA) and applicable Government of Bihar guidelines.
4. Security personnel shall be deployed round the clock in three shifts and/or in single shift, as decided by the Directorate of Museum. Each shift shall ordinarily be of eight (08) hours, in compliance with applicable labour laws and manpower outsourcing norms.
5. The agency shall ensure that all personnel deployed are medically fit, mentally alert, and adequately trained. The Agency shall deploy only such personnel whose age is not less than 18 years and not more than 45 years on the date of deployment. The Agency shall comply with all applicable provisions of the Bihar Purchase Policy-2024 and all manpower-related rules, regulations, and norms issued by the State Government from time to time. Any violation of such provisions shall be treated as a breach of contract and may invite appropriate action as per applicable rules.
6. The agency shall deploy personnel exclusively for museum duties and shall ensure that they are properly briefed and trained to perform their duties to the satisfaction of the Directorate of Museum.
7. The Agency shall submit a complete list of personnel proposed for deployment prior to commencement of services, along with valid proof of identity, credentials, and police verification certificates for each individual. No person having any criminal record or adverse police verification shall be deployed at the Premises. The Agency shall also ensure periodic rotation of deployed personnel as per operational requirements and directions of the Employer.
8. 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 Directorate of Museum. The Directorate shall have the right to seek indemnification as per law for any loss or damage caused.
9. The agency shall perform all obligations under the contract with due diligence, efficiency, professionalism, and economy, in accordance with accepted security service practices and instructions issued by the Directorate of Museum from time to time.
10. In the event of vandalism, encroachment, theft, or law-and-order situations, the agency shall be fully responsible for taking immediate preventive and control measures in coordination with local authorities and deployed police personnel. The agency shall maintain adequate communication facilities and shall deploy additional security manpower, if required, during such situations without compromising security coverage.
11. The successful bidder shall, at all times, carry out the services assigned or entrusted by the Additional Director/Curator/Assistant Curator/person in-charge of premises (herein rather refer to as an authority), or any officer authorised on his/her behalf, and shall strictly comply with all instructions issued from time to time. The services shall be rendered to the full satisfaction of the Director or such authorised officer, including all ancillary and incidental duties not inconsistent with the terms and conditions of the contract. The bidder shall act with due responsibility, diligence, prudence, and in a professional and business-like manner, exercising the skill expected of trained security personnel.



12. 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 identity cards with photograph and personal details to all deployed personnel. Maintenance of discipline, dress, and decorum of the security personnel shall be the sole responsibility of the bidder.
13. The successful bidder shall designate one or more authorised representatives/ supervisors for day-to-day coordination with the Museum authorities. Such representative(s) shall remain in regular contact with the Directorate of Museum and shall promptly receive and act upon instructions relating to deployment and performance of services.
14. The security personnel deployed shall not carry any arms or ammunition within the museum premises, unless specifically permitted in writing by the Directorate of Museum and in accordance with applicable laws
15. The personnel deployed by the bidder shall not reside within the museum premises under any circumstances.
16. The bidder shall strictly comply with all applicable statutory provisions, including labour laws, minimum wages, EPF, ESI, taxation, reservation, policy for outsourcing services as per government guidelines and other laws applicable to its establishment during the period of contract. The bidder shall be solely responsible and liable for any violation or non-compliance of applicable Acts, Rules, Regulations, Notifications, or Orders 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 shall include, but not be limited to, the following:

- a. Checking, verifying, and maintaining records of inventory, materials and equipment entering into or moving out of the museum premises, with or without valid gate pass or authorisation.
- b. Opening and closing of different buildings, galleries, offices and rooms of the premises as per prescribed schedule and instructions, and maintaining vigilance over housekeeping and other support staff during cleaning and maintenance activities, especially before opening hours.
- c. Maintaining records of entry and exit of vehicles, trucks, and other conveyances for loading/unloading purposes, including during exhibitions, maintenance, or any ongoing works.
- d. Reporting immediately any defect or malfunction noticed in civil, electrical, fire safety, communication, CCTV, or other systems to the concerned authorities and facilitating timely rectification.
- e. Checking visitor entry tickets and ensuring smooth, orderly, and regulated movement of visitors within galleries and museum premises.
- f. Exercising strict vigilance to protect the different buildings, galleries, installations, and other establishments from damage, defacement, vandalism, or misuse.
- g. Safeguarding antiquities, artefacts, and collections displayed in galleries as well as those kept in reserve/storage areas, as per duty assignment.
- h. Conducting regular patrolling and security rounds of the premises to maintain alertness and prevent any untoward incident.
- i. Being fully conversant with security and fire emergency procedures, including smoke detection alarms and zonal systems, and ensuring serviceability of fire-fighting equipment and security gadgets.
- j. Operating various types of fire extinguishers and responding promptly in case of fire or emergency situations.
- k. Identifying and reporting any inflammable or hazardous material lying unattended or placed near electrical installations and taking preventive measures to avoid fire hazards.

- l. Regulating entry and movement of courier personnel, vendors, and suppliers in the absence of concerned museum staff.
- m. Operating water pumps, monitoring overhead tanks, and ensuring that there is no overflow or wastage of water.
- n. Ensuring availability of First-Aid materials at designated locations and providing initial assistance during medical emergencies.
- o. Ensuring that water taps, lights, fans, air-conditioners, and other electrical appliances are switched off after working hours, on holidays, and during non-operational periods, as directed.
- p. Enforcing discipline within the premises, including prohibition of consumption of alcohol, tobacco, pan/pan masala, smoking, loitering without purpose, or any other prohibited activities.
- q. Performing any other duty assigned by the authorities in the interest of security and smooth functioning of the museum.

17. Duties / Responsibilities of Security Supervisor

The Security Supervisor shall be adequately experienced and well-versed in the duties and responsibilities of Security Guards so as to effectively guide, supervise, and monitor their performance. The illustrative duties and responsibilities shall include, but not be limited to, the following:

- a. Conducting daily briefings on routine duties and weekly briefings/training on special aspects of security, fire safety, emergency response, and standard operating procedures, including job-specific training for security personnel.
- b. Collecting, maintaining, and updating important contact details, including telephone/mobile numbers and addresses of the nearest police station, fire station, hospitals, ambulance services, district administration, and other emergency authorities, and ensuring their availability at designated points.
- c. Preparing and implementing duty rosters, deployment charts, shift timings, and assignment of security posts for all guards, and continuously monitoring their attendance, punctuality, and performance.
- d. Ensuring provision of weekly off to all security personnel in accordance with applicable manpower and labour norms, while maintaining uninterrupted security services through proper substitution. Any deviation shall be promptly reported to the Museum authorities.
- e. Making frequent visits to all deployment locations under his/her jurisdiction and maintaining regular interaction with deployed guards and Museum staff, ensuring proper turnout, discipline, availability of trained manpower, and satisfactory discharge of duties.
- f. Attending to, recording, and ensuring timely redressal of complaints or deficiencies, if any, related to security services, and reporting the same to the Museum authorities.
- g. Ensuring timely submission of daily, weekly, and incident reports, and maintaining accurate attendance records of all security personnel, including through biometric or other attendance systems, as prescribed.
- h. Supervising patrolling teams, ensuring effective vigilance and adherence to designated or situation-based patrol routes.
- i. Coordinating promptly with the Museum authorities in case of unscheduled changes in deployment, duties, or emergency situations, and implementing revised instructions issued by the management 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 OR • Proprietorship Firm <p>Note: Joint Venture/ Consortium is not allowed</p>	Attested copy of Registration Certificate shall only be acceptable
2	<p>PSARA License 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: 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
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. 115.00 Lakh) OR Two similar completed projects not less than the amount equal to 50% of the estimated cost (Rs. 72.00 Lakh) OR Three similar completed services costing not less than the amount equal to 40% of the estimated cost (Rs. 57.38 Lakh)</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

6	Bidder's average annual turnover must be INR 1.00 Crores or above for the last three financial years (2022-23, 2023-24 and 2024-25) in related services of providing security services.	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
7	The bidder shall submit an undertaking of not being blacklisted, insolvent or convicted of any criminal offense pending as on date of bid submission	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.

5. TERMS & CONDITIONS: SECURITY SERVICES

- Contract Validity:** The contract shall initially be valid for a period of one (01) year from the date of commencement and may be extended for a further period subject to satisfactory performance and administrative approval. The contract shall automatically expire on completion of the contract period unless extended or terminated earlier in accordance with the terms of the contract.
- Performance Security:** The successful bidder shall submit a Performance Security in the form of Bank Guarantee or Fixed Deposit Receipt (FDR), amounting to 10% of the accepted contract value, within the stipulated time after issuance of the Letter of Award. The Performance Security shall remain valid for the entire contract period, including any extension.
- 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. In case 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 Directorate of Museum. The decision of the Arbitrator shall be final and binding on both parties, in accordance with the Arbitration and Conciliation Act, 1996, as amended.
- Jurisdiction:** The courts at Patna, Bihar, shall have exclusive jurisdiction in all matters arising out of or relating to this contract
- Signing of Agreement:** A formal agreement shall be executed with the successful bidder on non-judicial stamp paper of appropriate value, as applicable on the date of execution, after submission of the required Performance Security.
- Penalties / Liquidated Damages:** Any lapse or deficiency attributable to the service provider shall attract penalties as under, which may be recovered from the monthly bills or Performance Security:

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.*

7. **Working Hours and Holidays:** The deployed security personnel may be required to report early, sit late, or attend duty on Saturdays, Sundays, or Gazetted Holidays, as per operational requirements of the Museum. No additional payment shall be admissible on this account beyond the agreed contract rates.
8. **General Compliance:** The service provider shall comply with all instructions issued by the Directorate of Museum from time to time and adhere to applicable labour laws, manpower outsourcing policies, and statutory obligations throughout the contract period.
9. **Non-Subletting:** The Bidder/Agency/Firm shall not sublet, assign, or transfer the whole or any part of the work to any other bidder/agency/firm after award of the contract.
10. **Removal / Replacement of Personnel:** The Directorate of Museum 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.
11. **Employer–Employee Relationship:** All personnel deployed by the Bidder/Agency/Firm shall remain on its own rolls, and shall have no claim whatsoever against the Directorate of Museum 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.
12. **Attendance Verification:** The Bidder/Agency/Firm shall ensure daily attendance verification of deployed personnel from the concerned Sectional Officer / In-charge of the Museum where such personnel are posted.
13. **Weekly Off and Labour Law Compliance:** The Bidder/Agency/Firm shall deploy personnel in such a manner that weekly rest and duty hours are provided strictly in accordance with the State rules and applicable labour laws. The agency shall ensure compliance with all provisions relating to wages, leave, rest days, festivals, and statutory benefits, and shall not violate any labour legislation.
14. **Periodic Review and Feedback:** An authorised representative of the Bidder/Agency/Firm (Owner/Director/Partner/Manager) shall contact the Museum at least twice a month to review performance and take corrective measures, if required.
15. **Police Verification:** The Bidder/Agency/Firm shall ensure police verification of character and antecedents of each deployed person prior to deployment. Proof of police verification shall be submitted to the Directorate of Museum.
16. **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.
17. **Damage to Property:** Any damage to Museum property caused due to negligence or carelessness of deployed personnel shall be borne by the Bidder/Agency/Firm, and the same shall be reported immediately to the competent authority.
18. **Alternative Arrangement at Risk & Cost:** In case of failure to provide satisfactory services, the Directorate of Museum shall be at liberty to get the services performed through another agency at the risk and cost of the service provider.
19. **Non-Performance:** In case of non-performance or inadequate performance, the Directorate of Museum reserves the right to arrange services from other sources at the risk and cost of the agency, without prejudice to other contractual remedies.

20. **Forfeiture of EMD:** If the successful bidder fails to deploy the required security 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.

21. **Termination of Contract:** The contract may be terminated by the Bidder/Agency/Firm by giving three (03) months' prior notice and by the Directorate of Museum by giving one (01) month's prior notice. Notwithstanding the above, the Directorate of Museum 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.
22. **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 Museum. 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.
23. **Salary Slips:** Salary slips with full details shall be issued to all deployed personnel every month, and copies thereof shall be submitted to the Directorate of Museum for verification.
24. **Submission of Bills:** Bills shall be submitted in the on or before 5th days of the succeeding month for actual services rendered along with the transfer statement and other statutory deduction statement and evidences of transfer. After due verification of bills and attendance. Payments shall be made on pro-rata basis, after deductions for absenteeism or penalties, provided the bill is complete and correct in all respects.
25. **Fire Safety Training:** The agency shall ensure that all deployed personnel are trained in fire safety operations and capable of operating fire-fighting equipment installed in the Museum. Mock fire drills shall be conducted periodically or whenever there is a change in personnel.

26. **Misconduct and Disciplinary Action:** In case of misconduct, indiscipline, incompetence, or security risk 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.
27. **Loss Due to Negligence:** Any loss caused to the Museum due to negligence or lapse on the part of deployed personnel shall be borne by the agency, and the Directorate of Museum shall be entitled to recover such amount from bills or Performance Security. Repeated lapses may result in termination of the contract.
28. **Theft / Pilferage:** In case of theft, pilferage, or other offences, the agency shall investigate, lodge FIR where required, and coordinate with police authorities, in consultation with the Museum. Entire responsibility for legal proceedings shall lie with the agency.
29. **Welfare of Personnel:** All expenses relating to transportation, food, medical care, accommodation, and other requirements of deployed personnel shall be borne by the Bidder/Agency/Firm. The Directorate of Museum shall have no liability in this regard.
30. **No Claim for Absorption:** Personnel deployed under this contract shall not be entitled to any claim for pay, perks, absorption, or regularisation in the Directorate of Museum or Government of Bihar, during or after the contract period. This condition shall be clearly communicated to all deployed personnel

6. 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 / Ration Card / Telephone Bill / Electricity Bill / Income Tax Certificate.
6. The Bidder/Firm/Agency must have minimum five (05) years' experience of handling security guards/supervisors for providing round-the-clock security services.
7. The Bidder shall have a minimum annual turnover of ₹1.00 Crore or above for the last three financial years (2022-23, 2023-24 and 2024-25) in related services of providing security services, duly supported by audited financial statements.
8. The bidder must submit the EMD on or before the last date of bid submission at Directorate of Museum, Art and Culture Department, Vikas Bhawan, New Secretariat, Balley Road, Patna, GoB in the form of an Account Payee Demand Draft in favour of Director, Art and Culture department, Patna, Bihar. In case of non-submission of EMD or non-uploading of valid exemption documents, the technical bid shall not be considered.
9. Submission of false or misleading information / documents shall result in summary disqualification of the bidder at any stage of the tender process.

7. 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 Government contribution 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 Museum, 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 Museum 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 security services shall be included in the Service Charges quoted in the Financial Bid. No additional or hidden charges shall be claimed on any account whatsoever.
8. Right of Acceptance:
Directorate of Museum, 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.



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

To,
The Director
Directorate of Museum
Department of Art & Culture
Government of Bihar, Patna

Subject: Acceptance of Tender Conditions for Providing Security Services

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 Directorate of Museum, 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 security personnel 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 Directorate of Museum 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 Director
Directorate of Museum
Department of Art & Culture
Government of Bihar, 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 Directorate of Museum, 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: _____



Annexure-III: Declaration Regarding Blacklisting / Debarment Status

To,
The Director
Directorate of Museum
Department of Art & Culture
Government of Bihar, 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 during the last five (05) years as on the date of submission of this bid.

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 Directorate of Museum, 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)

Annexure-IV: Declaration Regarding Financial Soundness and Annual Turnover

To,

The Director
Directorate of Museum
Department of Art & Culture
Government of Bihar, 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 Directorate of Museum, Department of Art & Culture, Government of Bihar, for providing security services.

We hereby certify that our average annual turnover during last three financial years (2022-23, 2023-24 and 2024-25) in related services of providing security services is not less than ₹1.00 Crore (Rupees One Crore only), detailed turnover of last three financial years are enlisted below:

Statement of Annual Turnover

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

We further undertake that:

- The above turnover figures are true and correct and are supported by Audited Balance Sheets / GST statement/Profit & Loss Accounts/ duly certified by a Chartered Accountant with UDIN that should be verifiable.
- Copies of audited financial statements and/or a CA-certified Turnover Certificate for the above financial years are enclosed herewith.
- 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-V: Work Experience Summary

Sr. No	Name of Department / Agency / Firm	Category (Govt / PSU / Private / other - specify)	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.

y

Annexure-VI: Basic details if 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: _____



Annexure-VII: FINANCIAL BID

For Security Services at Buddha Samyak Darshan Museun-Cum- Smriti Stoop, Vaishali (Bihar)

(To be submitted online as applicable)

A. Schedule of Rates

Sl No	Resource Type	Number of required manpower	Duration Month	Per Month Rate (INR) <i>(From Sr. 1 to 8 of Manpower profile and Minimum wage rate from Sr.no-9-18)</i>	Total Amount (1 year) <i>(Annual Amount = Manpower × Monthly Rate × 12 months)</i>
1	Security Guard (Skilled, without arm)	50	12		
2	Security Guard Supervisor	02	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.

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: _____

Seal of Firm/Agency: _____

Date: _____

