NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

SECURITY SERVICES TENDER DOCUMENT

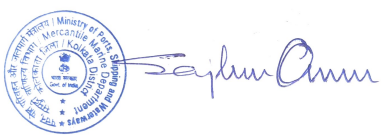
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

Particular	Details
Tender Number	SWS/TENDER/SECURITY/2026/01
Tender Date	10/08/2026
Tender Form Cost	Rs. 500/- (non-refundable)
EMD	Rs. 50,000/-
Bid System	Two-Bid System – Technical Bid and Financial Bid
Security Manpower	04 Unskilled Security Personnel
Contract Period	24 months + possible extension of up to 12 months
Performance Security	5% of total initial 24-month contract value (pre-GST)
Last Date of Submission	08/12/2026
Technical Bid Opening	10/12/2026
Financial Bid Opening	16/12/2026
Submission/Opening Address	Mercantile Marine Department, Haldia, Chiranjibpur, Opp. BSNL Office, Haldia, East Medinipur, W.B.–721604

TENDER FOR PROVIDING SECURITY SERVICES

Contract Period: 24 Months, extendable by up to 12 months at the sole discretion of NSHC

Issued by: Secretary, New Seafarers' Hostel-cum-Club, Ranichak, Haldia



PART I – GENERAL TENDER INFORMATION

1. Introduction and Invitation:

- New Seafarers' Hostel-cum-Club (NSHCC) is a non-profit institution dedicated to the welfare of seafarers. It operates a seafarers' boarding facility and provides accommodation and welfare-related services for maritime professionals.
- Sealed bids are invited from bona fide, experienced and reputed Proprietary Firms, Partnership Firms, Limited Companies, Corporate Bodies or other legally constituted entities having the requisite licence/registration as required under applicable law for providing Security Services at New Seafarers' Hostel-cum-Club (NSHCC), Ranichak, Haldia, Purba Medinipur, West Bengal – 721604. The bidder shall have at least three (03) years' relevant experience in providing Security Services and an average annual turnover of not less than Rs. 20.00 lakh during the preceding three financial years, supported by documentary evidence.
- The Tender shall be processed under a Two-Bid System comprising Cover-I (Technical Bid) and Cover-II (Financial Bid). The scope includes monitoring, reporting, surveillance, access control, opening/closing of buildings and rooms as directed, guiding residents/boarders and other authorised users to respective buildings, maintaining movement records and other security-related duties detailed in Annexure 1.
- The registered office of the bidder shall be within the city of Kolkata, Howrah, Purba Medinipur and Paschim Medinipur of West Bengal.
- The initial Contract period shall be 24 (Twenty-Four) months. Based on satisfactory performance and at the sole discretion of NSHCC, the Contract may be extended for a further period of up to 12 (Twelve) months on the same or such revised terms and conditions as may be decided by NSHCC.
- The initial deployment contemplated under this Tender is four (04) unskilled Security Personnel. NSHCC may increase or decrease the required manpower depending upon operational requirements, subject to the provisions of this Tender.
- The Service Provider shall provide the required manpower, uniform, identity cards, training and other inputs specifically assigned to it under this Tender and shall maintain the required standards of vigilance, discipline, safety, security and service to the satisfaction of NSHCC.



2. Definitions:

Term	Meaning
NSHCC	New Seafarers' Hostel-cum-Club, Ranichak, Haldia.
NSHCC Committee	Competent authority constituted by Seafarers Welfare Society, Haldia for administration and supervision of NSHCC.
Service Provider / Contractor	The successful bidder to whom the Security Services Contract is awarded.
Security Personnel	Unskilled personnel deployed by the Service Provider exclusively for security duties.
Authorised Officer	Secretary/Officer-in-Charge or any person authorised by NSHCC to issue operational instructions.

3. Scope of Contract

- Provide four (04) unskilled Security Personnel initially, deployed round the clock in the shift pattern specified in Annexure 1.
- Maintain vigilance and safeguard NSHCC premises, buildings, rooms, assets and designated areas.
- Control and record inward and outward movement of persons, materials and vehicles as directed by NSHCC.
- Open and close designated buildings/rooms as required on working days, holidays and other days as directed.
- Carry out regular rounds/patrols and remain alert throughout duty.
- Switch on/off lights, water taps, air-conditioners and other utilities after working hours and report abnormalities.
- Guide residents/boarders, seafarers and other authorised users to appropriate buildings/areas as directed.
- Immediately report security incidents, suspected theft, damage, unauthorised entry, fire or other emergencies.
- Assist NSHCC in investigations relating to security incidents and maintain required registers/records.
- Security personnel shall follow lawful instructions issued by authorised NSHCC officers.

4. Tender Schedule

Particular	Details
Tender Number	SWS/TENDER/SECURITY/2026/01
Tender Form Cost	Rs. 500/-
EMD	Rs. 50,000/-
Last Date of Submission	08/12/2026
Technical Bid Opening	10/12/2026

Financial Bid Opening	16/12/2026
Contract Period	24 months + possible extension of up to 12 months
Place	MMD Haldia, Chiranjibpur, Opp. BSNL Office, Haldia, East Medinipur, W.B.–721604

For any clarification, bidders may contact 7447814781 / 9363987588 or email sic-mmdhaldia@gov.in / Office-mmdhaldia@gov.in

5. Site Visit

- Bidders are advised to visit NSHCC and its surroundings during working hours before submission, acquaint themselves with the operational system, security-sensitive areas, access points, buildings and site conditions, and assess circumstances affecting performance.
- All costs of the site visit shall be borne by the bidder. It shall be presumed that the bidder has acquainted itself with the site and operational conditions before submission.
- No claim arising solely from alleged ignorance of site conditions shall ordinarily be entertained after award.

6. Two-Bid System and Submission

- Cover-I shall contain EMD and all technical/eligibility documents and shall not contain prices.
- Cover-II shall contain only the Financial Bid in the prescribed format.
- Both covers shall be placed in one sealed outer cover superscribed with the Tender reference and bidder details.
- The bidder shall sign and stamp/authenticate the prescribed Tender documents and all pages where required by its authorised signatory.
- Any conditional offer in the Financial Bid may be liable to rejection. The bid shall remain valid for 90 days from the date of opening of the Financial Bid, unless extended in writing by the bidder at the request of NSHCC.
- In case of discrepancy between figures and words, the amount/rate written in words shall prevail; NSHCC may resolve apparent arithmetic/clerical errors in accordance with the Tender conditions.

7. Earnest Money Deposit

- EMD shall be Rs. 50,000/- in favour of "Haldia Seafarers Welfare Society", payable at Haldia, in the prescribed form.
- MSME/MSE bidders may claim EMD/Bid Security exemption only where applicable and supported by valid documentary proof.
- EMD may be forfeited if the bidder withdraws during validity, makes an unacceptable modification, fails to commence services after award, or fails to furnish Performance Security.
- No interest shall be payable on EMD. For the successful bidder, EMD may be adjusted towards Performance Security.

8. Performance Security

- The successful bidder shall, within 7 working days from Notification/Letter of Award, furnish an interest-free Performance Security equivalent to 5% of the total contract value for the initial 24-month Contract period, calculated on the accepted pre-GST contract value, in favour of "Haldia Seafarers Welfare Society", in an acceptable form.
- The Bank Guarantee shall remain valid for 60 days beyond completion of all contractual obligations.
- Failure to furnish Performance Security within the prescribed period may result in forfeiture of EMD and/or cancellation of the award.
- Performance Security may be appropriated/forfeited wholly or partly towards losses, damages, penalties or other dues arising from failure, negligence, default, breach or unsatisfactory performance.
- Performance Security may be adjusted to the EMD paid and the balance amount shall be furnished within the stipulated period.
- Subject to satisfactory completion and settlement of all dues, Performance Security shall be released within 90 days from completion of the Service Provider's performance obligations.

9. Statutory and Labour Obligations

- The Service Provider shall comply with all applicable Central and State laws, rules, notifications, orders and statutory requirements relating to employment, wages, social security, occupational safety and health, working conditions, leave, working hours, welfare and other statutory entitlements of its personnel, including the Code on Wages, 2019, the Code on Social Security, 2020, the Occupational Safety, Health and Working Conditions Code, 2020, the Industrial Relations Code, 2020, and the rules made thereunder, as applicable from time to time.
- The Service Provider shall pay wages not less than applicable minimum wages and maintain proper wage and statutory records.
- Monthly bills shall be accompanied by such wage/payment records, statutory remittance proof (EPFO, ESIC etc.) and other documents as NSHCC may require within 10th of every month.
- Statutory wage/charge revisions affecting the manpower component shall be dealt with in accordance with applicable Government instructions and the Tender conditions.
- The Service Provider shall be responsible for welfare, leave, holidays, working hours, safety and statutory entitlements of its personnel.
- Personnel shall remain employees of the Service Provider; no employer-employee relationship shall arise between NSHCC and outsourced personnel.

9A. Wages of Security Personnel

- The Service Provider shall pay each deployed Unskilled Security Personnel a minimum monthly wage of Rs. 10,566/- (Rupees Ten Thousand Five Hundred Sixty-Six only), being the applicable minimum wage prescribed for Unskilled Security Services in Zone-A of West Bengal, effective from 01.07.2026 as per the notification by the

Government of West Bengal Labour Commissionerate (Circular No. 30/Stat/14/RW/24/2023/LCS/JLC) issued on 22nd June, 2026, subject to revision by the Government of West Bengal from time to time.

- The above salary/wage shall be payable separately to each deployed Security Personnel and shall not be reduced, withheld or adjusted by the Service Provider for any reason except as permitted under applicable law.
- The Service Provider shall ensure timely payment of the prescribed salary/wages and shall submit proof of payment, wage records and applicable statutory remittance records along with the monthly bill.
- Any statutory revision in the applicable minimum wages during the Contract period shall be implemented by the Service Provider from the effective date of such revision.

10. Commencement, Agreement and Non-Assignment

- The successful bidder shall execute the Agreement with NSHCC on non-judicial stamp paper/e-stamp paper of appropriate value, as applicable under prevailing stamp laws. All related costs shall be borne by the Service Provider.
- Services shall commence within one week of acceptance of the Award, or within such other period specified by NSHCC.
- The Letter of Award shall constitute acceptance subject to execution of the formal Agreement to the extent legally permissible.
- The Service Provider shall not assign, transfer, sublet or subcontract the Contract or any part thereof without prior written approval of NSHCC.

11. Personnel Conduct, Verification and Replacement

- All Security Personnel shall be medically fit, disciplined, courteous, sober and of good conduct.
- No person below 18 years shall be deployed.
- No person shall be deployed whose antecedents render him/her ineligible under applicable law or whose police/antecedent verification reveals facts making such deployment unsuitable for security duties.
- Identity cards shall be issued and worn by all Security Personnel.
- The Service Provider shall provide proper security uniform and suitable footwear as directed/approved by NSHCC.
- NSHCC may require replacement for misconduct, incompetence, indiscipline, security concerns, medical unfitness or unsatisfactory performance. A suitable replacement shall be deployed within 24 hours unless NSHCC approves a longer period in writing.
- Sleeping during duty, intoxication, theft, fraud, serious negligence, unauthorized absence or serious misconduct may result in immediate removal of the concerned person from duty. A suitable replacement shall be deployed within 24 hours, unless NSHCC directs otherwise in writing, without affecting the required security coverage.

12. Medical Examination

- Medical fitness certificate for every deployed Security Personnel shall be furnished before deployment.
- Medical examination/fitness verification shall be repeated at least once every year and upon extension, if required.

- Personnel found medically unfit for the duties assigned, as certified by an appropriately qualified medical practitioner shall not be deployed until certified fit.

13. Insurance, Accident, Injury and Indemnity

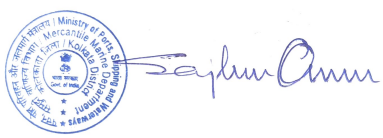
- The Service Provider shall be responsible for accidents, injury, death, medical treatment, compensation and other employment-related obligations relating to its personnel, as applicable under law.
- Serious/fatal accidents shall be immediately reported to NSHCC and concerned authorities.
- The Service Provider shall indemnify NSHCC against claims, losses, damages, penalties and expenses arising from acts/omissions, negligence, misconduct, theft, fraud or breach by its personnel.

14. NSHCC's Rights

- NSHCC reserves the right to accept/reject any tender, reject all tenders, annul/cancel the process before award, or seek clarification/additional documents, subject to applicable rules and Tender conditions.
- NSHCC may require original/notarised documents for verification.
- NSHCC may increase or decrease manpower according to operational requirements by giving 15 days' notice, except where immediate action is required for security reasons.

15. Payment, Manpower Variation and Statutory Revision

- Payment shall be made monthly on satisfactory performance and submission of the prescribed bill, attendance and statutory/wage records.
- The bidder shall quote monthly manpower cost and service charge as prescribed in Annexure 2.
- The service charge shall not be less than 3.85%.
- Quoted manpower cost shall not be below applicable minimum wages and statutory requirements.
- Where NSHCC increases or decreases deployed personnel, the monthly payable amount shall be revised on a pro-rata basis using the accepted monthly manpower cost divided by four (04) as the initial per-person monthly manpower rate, subject to applicable statutory revisions. Any increase or decrease shall be communicated in writing by NSHCC.
- No interest shall be payable by NSHCC on account of delay in processing or payment of bills, where such delay is attributable to incomplete documentation, statutory verification, non-compliance or other reasons beyond the control of NSHCC.



PART II – SECURITY SERVICES

16. Security Manpower and Shift Deployment

Shift	Time	No. of Security Personnel
Morning	0600–1400 hrs	01
Day	1400–2200 hrs	01
Night	2200–0600 hrs	02
Total		04

The above is the initial deployment. NSHCC may alter the number and deployment pattern according to operational requirements, subject to the manpower variation and payment provisions of this Tender.

17. Qualification and Minimum Requirements

- Minimum educational qualification: 12th Standard pass.
- Age: below 50 years at the time of initial deployment, unless otherwise approved by NSHCC on the basis of operational requirements and suitability.
- Physically and medically fit for security duties.
- Good conduct, disciplined behaviour and good communication skills.
- Capable of maintaining vigilance, basic registers and written entries.
- Trained/competent in basic fire-safety operations and operation of fire extinguishers and installed fire-control equipment, as applicable.

18. Duties of Security Personnel

- Safeguard NSHCC premises, buildings, rooms, assets and designated areas round the clock.
- Open and close designated buildings/rooms as directed.
- Security Personnel shall verify the identity card, authorised entry pass, booking/accommodation details or other identification/authorisation, as applicable, of persons entering the NSHCC premises.
- Prevent unauthorised entry and report suspicious persons or activities.
- Maintain records of inward/outward movement of persons, materials and vehicles as directed.
- Carry out regular rounds/patrols and maintain continuous vigilance.
- Monitor lights, water taps, air-conditioners and other utilities after working hours and report abnormalities.
- Guide Residents/Boarders, Seafarers, employees and authorised users to respective buildings/areas as directed.
- Immediately report security incidents, theft, damage, fire, accident, unauthorised entry or emergencies.
- Cooperate with NSHCC and authorities in investigation of security incidents.
- Assist in emergency response, including raising alarm and initial fire-safety response within competence.
- Follow lawful instructions of authorised NSHCC officers.

- Where considered necessary for security reasons, Security Personnel may request the checking of bags, briefcases, parcels or other articles in accordance with the security procedure approved by NSHCC and applicable law.
- Security Personnel shall check the movement of materials, equipment, stores, packages and other property entering or leaving the NSHCC premises. No NSHCC-owned material or property shall be permitted to be taken out without a valid gate pass, movement authorisation or other written approval issued by an authorised NSHCC officer.
- Maintain registers, logs and shift handover records prescribed by NSHCC.
- Take reasonable precautions against theft, loss, destruction, waste or misuse of NSHCC property.
- Perform other reasonable security-related duties connected with the Contract.

19. Uniform, Identity Card and Equipment

- The Service Provider shall provide each Security Personnel with proper uniform, suitable footwear and identity card at its own cost.
- Uniform shall clearly identify the person as Security Personnel and shall be as directed/approved by NSHCC.
- Identity cards shall be worn visibly while on duty.
- The Service Provider shall provide basic duty accessories/equipment necessary for effective performance unless specifically stated to be provided by NSHCC.

20. Registers and Records

- Visitor/entry and exit register, where required.
- Material and vehicle movement register.
- Shift handover/takeover register.
- Security round/patrol register.
- Incident/occurrence register.
- Key issue/return register, where applicable.
- Any additional register directed by NSHCC.

21. Financial Evaluation and Award

- Only technically qualified bidders shall be considered for financial evaluation.
- The Contract shall be awarded to the eligible bidder quoting the lowest evaluated total cost (L1), comprising the monthly manpower cost, applicable service charge and only those statutory/tax components expressly permitted under this Tender, subject to minimum wages, statutory requirements and all Tender conditions.
- The bidder shall quote the monthly manpower cost for four (04) Security Personnel, including wages, allowances, statutory contributions, bonus and other applicable expenditure, excluding the separately quoted service charge and GST. For comparative financial evaluation, GST shall be excluded and the pre-GST evaluated cost shall be considered.



- Service charge shall not be less than 3.85% of the monthly manpower cost quoted at Sl. No. 1 of Annexure 2. Zero, negative or unreasonably low service charge may be rejected.
- Financial evaluation shall be based on the total evaluated pre-GST contract cost for the initial 24-month period, calculated as: (Monthly manpower cost + applicable service charge + any specifically permitted statutory component) × 24. GST shall not be considered for comparative ranking. Any extension up to 12 months shall be at NSHCC's discretion.
- In case of identical L1 evaluated costs, preference may be given to the bidder having the higher average annual turnover during the preceding three financial years. If the tie still remains, NSHCC may decide the matter by such transparent and lawful tie-breaking method as may be recorded in the procurement proceedings.

22. Special Conditions

- Security Personnel shall not leave an assigned station without relief/permission.
- Sleeping during duty, unauthorised absence, intoxication, theft, fraud, serious negligence or willful failure to perform duties shall be treated as serious misconduct.
- The Service Provider shall make adequate reliever arrangements, within the quoted/accepted manpower cost and without disruption of the required security coverage, so that no assigned work station remains unattended due to weekly off, leave, sickness or other absence of deployed personnel.
- The Service Provider shall immediately report changes in deployed personnel and submit required identity, verification and medical documents.
- The scope is indicative and not exhaustive; reasonable security requirements connected with the Contract may be communicated by NSHCC.



PART VII – PENALTIES, TERMINATION AND DISPUTE RESOLUTION:

25. Penalties

Performance shall be reviewed periodically by NSHCC and material lapses may be recorded. The detailed penalty schedule is provided in Annexure 8 and shall form an integral part of this Tender and the Contract.

Failure to provide a required replacement within the stipulated period may attract liquidated damages of Rs. 200/- per day for each vacant security position/work station, as applicable.

Unsatisfactory performance, repeated negligence, serious security lapse, theft/fraud, unauthorised absence, misconduct or breach may result in penalty, appropriation of Performance Security and/or termination, depending on the nature and seriousness of the default.

No more than one penalty shall be imposed for the same default, except recovery of actual loss/damage where independently recoverable under the Contract and applicable law.

26. Termination

Either party may terminate the Contract by giving three months' prior written notice, subject to settlement of obligations up to the termination date.

NSHCC may terminate the Contract immediately for material breach, serious security failure, fraud, theft, persistent non-performance or other grounds warranting immediate termination.

Upon termination/expiry, the Service Provider shall hand over NSHCC documents, records, keys, equipment and property in its custody and remove its personnel/equipment as directed.

27. Review and Monthly Meeting

The Contract shall be subject to periodic appraisal/review by NSHCC. A monthly review meeting between the Secretary/authorised representative of NSHCC and the authorised representative of the Service Provider shall be conducted for review and follow-up. Records of lapses and corrective actions shall be maintained. Submission/processing of bills may be linked to compliance with mandatory review/reporting requirements.

28. Dispute Resolution

The parties shall first endeavor to resolve disputes through mutual discussion. Failing settlement, disputes may be referred to arbitration by a sole arbitrator appointed in accordance with the Arbitration and Conciliation Act, 1996 and applicable law. The arbitration shall be conducted at Haldia, West Bengal, and courts at Haldia/appropriate courts having territorial and subject-matter jurisdiction under applicable law.

PART VIII – ANNEXURES AND BID FORMS

The following Annexures form an integral part of this Tender and shall be read together with the main Tender document and corrigenda issued by NSHCC.

Annexure	Title	Purpose / Contents
Annexure 1	Description of Security Work	Manpower deployment, shift pattern, duties, emergency/security responsibilities.
Annexure 2	Financial Bid	Monthly manpower cost, service charge, statutory/permissible charges, GST and 24-month total.
Annexure 3	Profile / Details of Security Agency	Firm details, registrations, statutory details, turnover and banking particulars.
Annexure 4	Tender Acceptance Letter	Acceptance of Tender terms, conditions and corrigenda.
Annexure 5	Form of Tender	Formal bid submission and declarations by the bidder.
Annexure 6	Experience Questionnaire	Details of similar Security/Manpower Services and supporting certificates.
Annexure 7	Warranty / Undertaking Form	Bidder warranties, undertakings, compliance and declarations.
Annexure 8	Penalty Schedule	Detailed penalties and actions for security service lapses/defaults.
Annexure 9	Admission Rules of NSHCC	Detailed Admission Rules of NSHCC



ANNEXURE 1 – DESCRIPTION OF SECURITY WORK

A. Minimum Manpower and Deployment

The initial number of unskilled Security Personnel required is 04 (Four). The number of Security Personnel and their deployment may be increased or decreased by the Secretary/Competent Authority of NSHCC according to operational requirements, subject to the manpower variation and payment provisions of this Tender.

Shift	Time	No. of Security Personnel
Morning	0600–1400 hrs	01
Day	1400–2200 hrs	01
Night	2200–0600 hrs	02
Total		04

B. Nature and Quantum of Work

- Safeguard NSHCC premises, buildings, rooms, assets and designated areas round the clock.
- Open and close designated buildings/rooms as directed.
- Prevent unauthorised entry and report suspicious persons or activities.
- Maintain records of inward/outward movement of persons, materials and vehicles as directed.
- Carry out regular rounds/patrols and maintain continuous vigilance.
- Monitor lights, water taps, air-conditioners and other utilities after working hours and report abnormalities.
- Guide Residents/Boarders, Seafarers, employees and authorised users to respective buildings/areas as directed.
- Immediately report security incidents, theft, damage, fire, accident, unauthorised entry or emergencies.
- Cooperate with NSHCC and authorities in investigation of security incidents.
- Assist in emergency response, including raising alarm and initial fire-safety response within competence.
- Follow lawful instructions of authorised NSHCC officers.
- Maintain registers, logs and shift handover records prescribed by NSHCC.
- Take reasonable precautions against theft, loss, destruction, waste or misuse of NSHCC property.
- Perform other reasonable security-related duties connected with the Contract.
- Security Personnel shall be familiar with basic fire-safety procedures and the operation of fire extinguishers installed at NSHCC, to the extent of their training and competence.

- Any fire, smoke, electrical hazard, accident or other emergency shall be immediately reported to NSHCC and appropriate emergency services as applicable.
- Security Personnel shall assist in evacuation/raising alarm as directed and shall not undertake activities beyond their training or competence.



NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 2 – FINANCIAL BID

Tender for Providing Security Services at New Seafarers' Hostel-cum-Club (NSHCC), Ranichak, Haldia

Sl. No.	Particulars	Amount / Rate
1	Monthly manpower cost for 04 Security Personnel, including salary/wages, allowances, EPF/ESIC/statutory contributions, bonus and other applicable expenditure, excluding service charge and GST.	Rs. _____
2	Service charge (%) – not less than 3.85%	_____ %
3	Monthly service charge amount	Rs. _____
4	Other statutory/permissible charges, if specifically authorised under this Tender (with details)	Rs. _____
5	GST – rate and amount	Rs. _____
6	Total monthly cost	Rs. _____
7	Total cost for 24 months	Rs. _____

Note: Detailed calculation for the monthly manpower cost, including wages, statutory contributions, bonus and other applicable expenditure, shall be enclosed. The quoted manpower cost shall not be below applicable minimum wages. GST shall be quoted separately and shall not be considered for comparative financial evaluation. No charge other than those expressly permitted under the Tender shall be considered for financial evaluation.

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

ANNEXURE 3 – PROFILE / DETAILS OF SECURITY AGENCY

To:

The Secretary, New Seafarers' Hostel-cum-Club,

Ranichak, Haldia, Purba Medinipur,

West Bengal – 721604.

Particular	**Details**
Name of Company/Firm/Agency	
Type of Entity	
Registered Office Address	
Operational Address	
Contact No. 1 / 2	
24-hour Contact No.	
Person-in-Charge	
Registration No.	
MSME Registration No. (if any)	
Valid Security Agency Licence/Registration No., as applicable under law	
GSTIN	
EPFO Registration No.	
ESIC Registration No.	
PAN	
Bank Name	
Bank Account Type	

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
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Bank Account No.	
IFSC Code	
Total Number of Employees	
Annual Turnover 2023-24	
Annual Turnover 2024-25	
Annual Turnover 2025-26	
No. of Years in Business	

Enclosures: Registration certificates, last three years' Income Tax Returns, audited financial statements/turnover evidence, statutory registrations and relevant experience documents.

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

ANNEXURE 4 – TENDER ACCEPTANCE LETTER

To,

The Secretary

New Seafarers' Hostel-cum-Club

Ranichak, Haldia, Purba Medinipur, West Bengal – 721604

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No.: SWS/TENDER/SECURITY/2026/01

- I/We have obtained/downloaded the Tender Document and read the entire terms and conditions, specifications and Annexures forming part of the Tender.
- I/We unconditionally accept all Tender conditions and corrigenda issued by NSHCC.
- I/We understand that deviation/violation may render the bid liable to rejection and/or forfeiture of EMD, without prejudice to other remedies.
- I/We undertake to comply with applicable statutory requirements and deploy personnel meeting prescribed eligibility, verification and medical requirements.

Yours faithfully,

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

ANNEXURE 5 – FORM OF TENDER

To

The Secretary,

New Seafarers' Hostel-cum-Club,

Ranichak, Haldia, Purba Medinipur, West Bengal – 721604.

Name of Work: Tender for Providing Security Services at New Seafarers' Hostel-cum-Club, Ranichak, Haldia.

- Having examined the Tender Document, instructions, conditions, scope of work and specifications, I/We hereby submit our Tender for the Security Services.
- I/We undertake to commence and perform the services within the prescribed time and comply with instructions issued by NSHCC in accordance with the Contract.
- I/We agree to keep the offer open for 90 days from opening of the Financial Bid, or such extended period as may be requested by NSHCC.
- I/We understand that NSHCC is not bound to accept the lowest or any Tender and may reject all or any Tenders in accordance with the Tender conditions.
- I/We declare that the firm has not been banned or blacklisted by any Government Department, agency, PSU or other competent authority, except as disclosed in the bid.
- I/We certify that all information/documents submitted are true and correct and understand the consequences of false or misleading information.

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

Witness: _____

ANNEXURE 6 – EXPERIENCE QUESTIONNAIRE

Details of similar Security/Manpower Services completed/being performed during FY 2023-24, 2024-25 and 2025-26.

Sl. No.	Name of Work	Client / Organisation with Address & Contact	Contract Value	Contract Period	Remarks
1					
2					
3					
4					

Copies of relevant work orders and satisfactory performance/completion certificates shall be attached.

ANNEXURE 7 – WARRANTY / UNDERTAKING FORM

M/s _____ having its registered office at _____ (hereinafter referred to as the Service Provider), having carefully studied the Tender Document and site conditions, hereby warrants and undertakes that:

- The Service Provider is familiar with all requirements of the Contract.
- The Service Provider has assessed the site and operational conditions affecting performance.
- The Service Provider is satisfied that the Security Services can be performed as required.
- The Service Provider accepts the risks directly or indirectly connected with performance of the Contract.
- The Service Provider has not entered into any collusive arrangement with other bidders, NSHCC officials or any other person in relation to the Tender.
- The Service Provider has not relied upon any representation other than the Tender and written clarifications/corrigenda issued by NSHCC.
- The Service Provider is financially solvent and capable of performing the Contract.
- The Service Provider is experienced and competent to perform the Security Services to the satisfaction of NSHCC.
- All statements and documents submitted with the bid are true and correct.
- The Service Provider shall comply with applicable Central/State laws, rules, regulations and statutory requirements affecting the Contract and personnel employed therein.

Name of Bidder: _____Authorised Signatory: _____

Seal: _____ Date: _____

ANNEXURE 8 – DETAILED PENALTY SCHEDULE

Sl. No.	Violation / Default	Maximum Penalty / Action
1	Failure to deploy the required Security Personnel / vacant post due to unauthorised absence	Rs. 500 per person per day until deployment is restored.
2	Failure to provide a suitable replacement within 24 hours when required by NSHCC	Rs. 200 per day for each vacant security position/work station.
3	Security Personnel found sleeping, leaving assigned post without permission, or failing to maintain vigilance	Rs. 500 per occurrence; repeated cases may lead to replacement/termination.
4	Security Personnel without prescribed uniform, footwear or identity card	Rs. 200 per person per occurrence.
5	Failure to maintain prescribed security registers, logs or shift handover records	Rs. 200 per occurrence.
6	Failure to report theft, damage, unauthorised entry, fire, accident or other security incident promptly	Rs. 1,000 per occurrence, without prejudice to further action.
7	Unauthorised entry/access facilitated due to negligence of Security Personnel	Rs. 2,000 per occurrence, plus recovery of actual loss/damage, if any.
8	Security Personnel found intoxicated / under the influence of alcohol while on duty	Rs. 1,000 per occurrence; immediate removal and replacement.
9	Unauthorised photography, videography or recording within NSHCC premises	Rs. 1,000 per occurrence and appropriate disciplinary action.
10	Loss of keys, access devices or other NSHCC property attributable to the Service Provider/personnel	Actual cost of replacement/repair, in addition to applicable penalty/action.
11	Damage to or loss of NSHCC	Actual cost of repair/replacement, as

Sl. No.	Violation / Default	Maximum Penalty / Action
	property attributable to the Service Provider/personnel	applicable.
12	Serious security lapse, theft, fraud, wilful negligence or repeated non-compliance	Penalty/Performance Security appropriation and/or termination, depending on gravity.

General conditions:

- Penalties may be deducted from the monthly bill or recovered from the Performance Security, as applicable.
- Imposition of a penalty shall not relieve the Service Provider from the obligation to restore the required security coverage and rectify the default.
- Repeated or serious violations may be treated as material breach and may result in replacement of personnel, forfeiture/appropriation of Performance Security and/or termination in accordance with the Tender.
- Where a default causes actual loss, damage, theft or expense to NSHCC, the actual recoverable amount may be recovered in addition to the stated penalty, subject to the Contract and applicable law.

ANNEXURE 9- ADMISSION RULES FOR NSHCC FACILITIES

1. Eligibility: NSHCC facilities shall primarily be provided to seafarers and persons associated with the shipping industry, including Technical Superintendents, Class Surveyors and other persons approved by the NSHCC Committee.

2. Restriction on General Public: Services shall not be provided to members of the general public without prior approval of the NSHCC Committee.

3. Identity Verification: Seafarers seeking residential accommodation shall produce valid identity proof, such as a Certificate of Competency (CoC), Continuous Discharge Certificate (CDC), seafarer identity card or any other relevant document establishing their seafaring status.

4. Compliance with Rules: All users shall comply with the rules, regulations and instructions issued by the NSHCC Committee from time to time.

5. Amendment of Rules: The NSHCC Committee reserves the right to amend, modify or introduce rules at its discretion, as considered necessary.

6. Misuse of Facilities: Any misuse of facilities, misrepresentation of identity or violation of the prescribed rules may result in denial or withdrawal of services, as decided by the competent authority.

7. Maintenance of Records: The concerned staff shall maintain appropriate records of persons availing themselves of NSHCC facilities, including identity documents and relevant approvals, wherever applicable.

8. Accommodation Charges: Accommodation charges shall be fixed at reasonable rates, keeping the interests of seafarers in mind. However, Technical Superintendents, Class Surveyors and other persons entitled to claim accommodation expenses from their employers may be issued bills for the actual accommodation charges, up to the maximum allowance admissible to them.

9. Restriction on Entry: Entry into the accommodation area shall be restricted to persons duly authorised to use the residential facilities. Unauthorised persons shall not be permitted to enter the accommodation area.

10. Restriction on Alcohol Consumption: Consumption of alcohol shall be permitted only within the designated Bar-cum-Restaurant area.

11. Prohibition of Unlawful Activities: Gambling, unlawful activities, possession of prohibited substances and any other activity contrary to applicable laws or NSHCC rules shall be strictly prohibited.

12. Responsibility for Family Safety: Boarders shall be responsible for the safety and security of their accompanying family members, including women and children. NSHCC shall not be responsible for the same.

13. Conduct and Discipline: All users shall maintain proper decorum and shall refrain from any activity that causes disturbance to other residents or disrupts the functioning of NSHCC.

14. Protection of Property: Users shall maintain the facilities, furniture, fixtures and equipment in good condition. Any damage caused due to negligence or misuse may be recovered from the person responsible, in accordance with applicable rules.

15. Cleanliness and Hygiene: Residents shall maintain cleanliness and hygiene in their rooms and common areas and comply with the instructions issued by the NSHCC authorities.

16. Restricted Areas: Entry into office areas, service rooms, kitchens and other restricted areas shall be permitted only to authorised persons.

17. Maximum Duration of Stay: Continuous lodging shall not exceed 30 days, unless an extension is approved by the Secretary of NSHCC.

18. Reporting of Unauthorised Demands: Any demand for tips, gratuities or other unauthorised benefits by personnel employed at NSHCC may be reported to the Secretary of NSHCC for appropriate action.