



**अखिल भारतीय आयुर्विज्ञान संस्थान नागपुर**  
**ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR**  
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**Notice Inviting Limited Tender**  
**For**  
**Engagement of DGR Empaneled Security Agency**  
**At**  
**All India Institute of Medical Sciences, Nagpur**

**CRITICAL DATE SHEET**

|                            |  |
|----------------------------|--|
| NIT No.                    | AIIMS-NAG/Security Services/DGR/LTE/2022-23/07 |
| Bid Submission Start Date  | 10/12/2022 Time 09.00 AM                       |
| Bid Submission End Date    | 29/12/2022 Time 03.00 PM                       |
| Technical Bid Opening Date | 30/12/2022 Time 03.30 PM                       |

**NOTICE INVITING LIMITED TENDER**  
**FOR ENGAGEMENT OF DGR EMPANELED AGENCY FOR PROVIDING SECURITY SERVICES**

1. The Director, AIIMS Nagpur invites online bids on single stage two bid system for **Engagement of Agency for Providing Security Services** at AIIMS, Nagpur as per the terms and conditions mentioned in the tender documents

| Name of the work  | Downloading of Tender Document         | Last Date of Submission Tender |
|---|--|--------------------------------|
| Contract for Providing Security Services at AIIMS, Nagpur | From<br>10/12/2022<br>To<br>29/12/2022 | 29/12/2022<br>upto 03.00 PM    |

2. Tender document may be downloaded from AIIMS, Nagpur website [www.aiimsnagpur.edu.in](http://www.aiimsnagpur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATESHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted under any circumstance.
4. Bid documents may be scanned with 100 dpi which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS, Nagpur website [www.aiimsnagpur.edu.in](http://www.aiimsnagpur.edu.in) and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Nagpur.
6. **The Technical qualifications and documents required with technical bid are mentioned in Annexure –A**
7. If there is holiday on the date of opening of tender then the tenders shall be opened on next working day.

Deputy Director (Admin)  
AIIMS, Nagpur

**GENERAL TERMS & CONDITIONS****1. Instructions to Tenderers**

- a) The security agencies nominated by DGR for participation in AIIMS, Nagpur are only eligible for submission of tender.
- b) The person for security services will be required to work at AIIMS, Nagpur, MIHAN-401108
- c) The personnel for security services will include Unarmed Guards and Supervisor.
- d) At present (**250**) Unarmed Security Guards are likely to be engaged. The number of persons required for engagement may increase / decrease and will vary from time to time depending upon the requirement of the Institute.
- e) The Agency will ensure compliance of DGR guidelines in maintaining the composition of Ex-service men and civilians.
- f) The tenders shall be **valid for a period of 90 days** from the date of its opening.
- g) The interested parties are advised to inspect the premises and assess the scope/quantum of work involved before submitting their offer. Clarifications, if any, may be obtained by contacting the office of the undersigned during office hours on working days. No claim what so ever shall be entertained regarding the ignorance about the site conditions on later date.
- h) Tender with service charge beyond the limits of DGR guidelines shall not be considered.
- i) GST shall be mentioned separately.
- j) Conditional tenders will be rejected out rightly.
- k) The personnel engaged in providing the requisite services to the AIIMS, Nagpur shall be the employees of the Agency and will claim their remuneration from the Agency. AIIMS, Nagpur will not be liable for anything on their part.
- l) The Agency shall not sub-contract the services of personnel engaged / sponsored by them.
- m) The Agency shall be responsible for the discipline and conduct of the personnel sponsored by them and if in case the discipline and the quality of work deteriorates, the Agency shall have to provide replacement of his personnel.
- n) The Agency shall ensure that workmen deployed by him behave decently and do not indulge themselves in any such activities which are unbecoming on the part of a person working in a Government Office.
- o) The Agency shall be responsible to compensate the loss of any kind to AIIMS, Nagpur caused due to theft, damage or negligence by his personnel.
- p) Successful Tenderer will have to execute an agreement on Non-Judicial Stamp Paper of appropriate value (purchased in the name of the Agency) before the

- q) Agency will not ask for any enhancement of service charges during the period of the contract and it shall be his own responsibility to pay the wages, ESI, leave benefits, bonus, medical facilities etc. (as admissible under the relevant Acts) to his employees.
- r) The Agency will provide to its staff complete uniform and other accessories i.e. torch, whistle, baton, etc.

**2. Submission of Tender:**

The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

**The offers submitted by Telegram/Fax/email/Hard Copy shall not be considered. No correspondence will be entertained in this matter**

**3. Eligibility Criteria for bidder:**

The Tenderers will submit the self-attested photocopies of the following documents: -

- a) Copy of DGR Sponsorship Letter
- b) Original valid copy of DGR Empanelment certificate (with photograph and signature of Proprietor / Director)
- c) PSARA License for the state (Maharashtra) of operation of the security agency
- d) Copy of PAN card.
- e) Copy of valid GST registration Number.
- f) Copy of valid EPFO registration.
- g) Copy of valid ESIC registration.
- h) Copy of Income Tax Return Acknowledgement for last Three financial years i.e. (F.Y. 2018-19, 2019-20, 2020-21).
- i) Copy of Work Orders/Experience Certificates from the clients regarding the similar services rendered as described in the qualifying criteria.
- j) Registration of security agency with Proprietorship/Partnership Deed in case of partnership firm/Memorandum & Articles of Association in case of limited Company.
- k) Power of Attorney in favour of person who has signed the tender document. In case of limited company, the authority to sign the tender is to be given under Board resolution.
- l) Details as required in Annexure – C
- m) Details as required in Annexure – D
- n) Undertaking as required in Annexure – E
- o) The entire tender document each and every page duly signed by the Tenderer.

**4. Legal Obligations:**

- a)** All personnel employed by Agency shall be engaged by him as his own employees in all respects express or implied. The responsibilities whatsoever, incidental or direct, arising out of or for compliance with or enforcement of the provisions of various Labour Laws / Industrial Laws of the country, shall be that of the Agency. The Agency shall specifically ensure compliance with the following Laws / Acts and their Enactments / Amendments: -
- i. The Contract Labour (Regulation & Abolition) Act,1970
  - ii. The Contract Labour (Regulation & Abolition) Central Rules, 1971
  - iii. The Minimum Wages Act, 1948
  - iv. The payment of Wages Act,1936
  - v. The Workmen's Compensation Act,1923
  - vi. The Employees' Provident Funds and Misc. Provisions Act,1952
  - vii. The ESI Act, 1948
  - viii. The Payment of Bonus Act, 1965
  - ix. The Payment of Gratuity Act, 1976
  - x. GST Act
  - xi. Income Tax Act

Agency shall abide by provision of the other rules and regulations of Government issued from time to time to this effect. Any payment due to the workmen employed by the Agency shall be sole responsibility of the Agency. If penalized for non-compliance of any of the legal requirements, the Agency shall be responsible for the same and deal with them at its own level and costs, in no way putting any liability on the corporation.

- b)** Agency shall fully indemnify AIIMS, Nagpur against all the payments, claims and liabilities whatsoever, incidental or direct arising out of or for compliance with or enforcement of the provisions of any of the Laws/ Acts in relation to the Contract.
- c)** The Contract Labour (Regulation & Abolition) Act, 1970, and Rules, 1971 there under and the Central/ State Rules as modified from time to time are applicable to this Contract. He shall also indemnify AIIMS, Nagpur from and against any claims under the aforesaid Act and the Rules.
- d)** The Agency shall also ensure that no workmen below the age of eighteen (18) years are employed by him for the above-mentioned jobs.
- e)** The Agency shall on his own cost, if required, take necessary insurance coverage in respect of staff and other personnel for service to be rendered to the Institute.
- f)** The Agency will deposit the GST with concerned authority as applicable and submit the documentary proof of same to the institute from time to time.
- g)** The Agency shall ensure that all grievances and complaints of his workmen are redressed only by him and in no circumstances, he shall allow to forward such grievances to any of the authorities of the Institute.

- h) Agency shall ensure that the payment of wages to the workmen employed by him shall be made by RTGS / NEFT and provide us with the bank statement copy for having transferred the amount to each individual as proof.
- i) AIIMS, Nagpur shall have the right to check the implementation of labour welfare laws and rules made thereafter.
- j) All the workers employed by Agency shall be considered as employees of the Agency and they shall not make any claim in respect of employment and or other service benefits from the Institute in any manner either outside the court or in the court of law. It is further provided that any kind of dispute arising between the Agency and the employees shall be entirely the dispute between them only. The institute shall not in any manner be a party to it. The Agency will take all necessary steps for redressal of such disputes and shall be solely responsible for the outcome.
- k) Agency whose tender is accepted shall obtain a valid licence under the Contract Labour (Regulation & Abolition) Act 1970 and the Contract Labour (Regulation & Abolition) Central Rules 1971 before the commencement of the work and continue to have a valid Licence until the completion of the contract
5. **Performance Security Deposit:** The Successful bidder shall submit Performance Security Deposit @ 3% (Three Percent) of the total contract value in addition to other deposits mentioned elsewhere in the contract for his proper performance of the Contract Agreement, (not withstanding and/or without prejudice to any other provision in the contract) **within 30 Days** from the Date of issuing of Letter of Award/Notification of Award by AIIMS, Nagpur. **In the event of non submission of performance security deposit within the specific period, no extension for PBG will be granted and contract may be terminated.** This shall be in the form of **Insurance Surety Bonds, Account pay Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee (including e-Bank Guarantee)** valid for **90 days** beyond the contract period (if given in BG form the format given in Annexure-VI) of any Commercial bank in accordance with the form annexed hereto in favor of **“The Director, AIIMS Nagpur”**, Payable at Nagpur. In case a Fixed Deposit Receipt of any Bank is furnished by the Agency to the Government as part of the Performance Security Deposit and the Bank is unable to make payment against the said Fixed Deposit Receipt, the loss caused thereby shall fall on the Agency and the Agency shall forthwith on demand furnish additional security to the Government to make good the deficit.

The Performance Security Deposit shall be initially valid for the period of **27 Months**. In case the time for completion of work gets enlarged, the Agency shall get the validity of Performance Security Deposit shall be extended to cover such extended time for completion of work. After recording of the completion certificate for the work by the Competent Authority, the Performance Security Deposit shall be returned to the Agency, without any interest.

In the event of the contract being terminated or rescinded under provision of any of the Clause/Condition of the agreement, the Performance Security Deposit shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS Nagpur.

## **6. Service Default Clause and Remedy: -**

- a) The Agency is responsible for deputing the guards / supervisors as per the duty

requirement. In case of absence of any workmen, it will be obligatory on part of the Agency to provide replacement for the same.

- b) In case of any failure on part of the Agency to provide workmen / services as enumerated in this tender document, the penalty of an amount of **Rs. 1000/- per workman per day**, which may extend maximum upto 10% of monthly contract value shall be levied on the Agency.
- c) In case if it is found that any **statutory charges** quoted by the bidder as indicated in the Price Bid is less than the applicable charges, it shall be auto-corrected to the applicable charges/values for evaluation of the Price Bid.
- d) **In case all the DGR sponsored Agencies quoting the same rate of service charges, contract will be awarded to the senior most sponsored Agency among the lowest bidders.**

#### 7. **Payment Terms:** -

- a) The Agency shall prefer his monthly bill. The Agency will deposit GST with the concerned authority as per rates applicable from time to time. All the bills so preferred shall invariably be supported by the proof of payment of wages and receipts of EPF & ESI and GST in evidence of his having made payments to these accounts.
- b) The Agency shall prefer his bill after paying the wages to his workmen including the cost of material provided by him during the month. Agency shall also enclose copies of the receipts of payments of EPF, ESI and GST.
- c) In case there has to be made any payment to the workmen of the Agency by the Institute which otherwise is the responsibility of the Agency, the same shall be adjusted against the security amount deposited with the Institute or either deducted from the payment due to the Agency.
- d) In case the amount to be released to workers is not as per wage bill to be prepared as per DGR Wage Structure or Agency is not able to provide undisputed documentary proof in respect of following: -
  - i. Release of payment as per Minimum Wages Act.
  - ii. Deduction and deposit of EPF & ESI, for the employees as engaged for the contract.
  - iii. GST as applicable as per Statutory Act within stipulated time.

The amount in such cases will not be released & the decision of Competent Authority will be final in this case. In case it is found that no amount of PF & ESI has been deducted in respect of persons engaged by them by the Agency, in spite of having PF A/c. No & ESI A/c No., in such cases amount of PF & ESI as per EPF Act & ESI Act will be deducted by NSIC Ltd. in respect of such persons engaged by them and will be deposited to statutory authorities on behalf of such Agency.

#### 8. **Duration of Contract:** -

- a) The duration of this contract shall be **02 (Two) Years** from the date of award of the work and is to be mentioned in the work order to be placed on the successful party. However, the duration can be extended further subject to the approval of DGR and based upon satisfactory completion of the currency of the contract, on

the same terms and conditions except the minimum wages (which shall be given as per the prevailing rates, as applicable).

- b)** In case it is found that the Agency is not complying with the provisions of Minimum Wages Act, Employees Provident Fund Act, ESI Act or any other statutory provisions as mentioned in clause 4 of this tender, the contract is liable to be terminated at a notice of 30 days.
- c)** Either of the parties shall have the right of coming out of the contract by giving a notice for 30 days in advance during its validity.

#### **9. Arbitration: -**

- a)** Except where otherwise provided for in the contract, all questions and disputes relating to the meaning of the words, terms, specifications, operations, and instructions, mentioned in this contract and as to the quality of workmanship or performance of the Agency any other question, claim, right, matter, or thing whatsoever in any way arising out of or relating to the contract, specifications, operating instructions, orders or these conditions; or otherwise concerning the performance of the contract, the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof, shall be referred to the sole arbitration of The Director AIIMS, Nagpur or its Authorised representative.
- b)** The Arbitrator shall have power to call for such evidence by way of affidavits or otherwise as he/she thinks proper and it shall be the duty of the parties hereto to do or cause to be done, all such things as may be necessary to enable the Arbitrator to make the award without any delay. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him/her. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The Award of the Arbitrator shall be final, conclusive and binding on all parties to the contract.
- c)** The law under the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings.

Deputy Director (Admin)  
AIIMS, Nagpur



**SCOPE OF WORK/ REQUIREMENTS/PENALTY****1. Scope of Work of the Security Agency**

The security Agency shall provide 24x7 watch and ward service in areas contained at AIIMS campus. The security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behavior by security personnel.

The security agency shall ensure protection to both public and private property, personnel, inhabitant of the institute, prevent trespass in the assigned areas with/without arm, perform watch and ward function including night patrolling on the various points and prevent the entry of anti-social elements, unauthorized persons and vehicles into the campus and building in the assigned area(s).

The Agency should mandatorily provide Relivers for deployed security personnel for smooth function of the services in the hospital/Campus. Accordingly, 1/6th of the wages would be provided.

The securities to be deployed shall be categorized into Hospital Complex, Academic Complex including Admin and Library Block, Residential Complex including Hostels.

**2. Duties and Responsibilities of Security Personnel**

The following duties and responsibilities are location specific for AIIMS, Nagpur.

- i. General Instruction: The Agency shall deploy all security personnel at the Institute facility in the manner and as per the instructions of the Institute and the Private Security Agencies (Regulation) Act- 2005 and must comply with and follow all the provision of State laws as & where applicable. The Agency must follow all the rules and regulation for deployment of all the security Guards in AIIMS, premises.
- ii. The Agency shall provide Security services by deploying adequately trained and well- disciplined security personnel as per details mentioned below:

| <b>Sr. No</b> | <b>Particulars</b>  | <b>Numbers</b> |
|---------------|---|----------------|
| 1             | Security Guards without arm (Male)                                      | 210            |
| 2             | Security Guards without arm (Female)                                    | 40             |
| 3             | Security Supervisor (Ex-serviceman/Ex-paramilitary/Ex-police personnel) | 6              |
|               | <b>Total-----</b>   | <b>256</b>     |

- iii. They shall safeguard the AIIMS, Nagpur site, buildings, movable and immovable assets, equipment and other items against any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex / premises. The security personnel shall be deployed round the clock in 3 shifts at the AIIMS, Nagpur to safeguard of the premises.

**3. SHIFT TIMINGS: -**

- For Academic Complex, Hospital Complex and Residential Complex: - The security to be posted as per requirement and need of the institute in the campus i.e., Medical College & Lab, Nursing college, Library, Admin Block, Auditorium, Hospital and Emergency etc. It is required to have 24 × 7 in 3 shifts and general

shift in some areas. It may vary and the tenderer shall be directed by the competent authority from time to time.

➤ Prolongation of the duty hours (more than 8hrs. at a stretch) shall not be permitted in general. Any such reported instances shall invite punitive financial penalty by AIIMS. In exceptional emergency cases. The arrangement may be made after obtaining concurrence of AIIMS Nagpur.

➤ Security Agency shall also prepare/maintain duty roaster with breakup details of location area every month for deployment of security personnel in different location/ areas and Security Officer will ensure to verify/check same every month as per deployment. The Security personnel shall be available all times at the place of their duties as per the duty roaster without an interruption and they shall not leave their place of duty without prior permission of Security Officer.

4. The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Competent Authority located at AIIMS, Nagpur site on working and closed days.
5. The Agency shall inspect the building ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
6. The Agency shall maintain records of inward and outward movement of men (AIIMS, Nagpur Employees, Sub Agency Personnel and also regulation of guests and visitors), materials and vehicles, etc. with proper check on the same as per instructions given from time to time by Security Officer located at AIIMS, Nagpur site. The officers and staff of AIIMS will keep the Identity Cards with them and same are to be checked by the security personnel.
7. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
8. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at AIIMS, Nagpur site. A mock fire drill may be organized every three months. The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
9. The Security Supervisor of particular assigned areas/buildings under their charges shall be responsible for the overall security arrangements. Respective Security Supervisors shall have a weekly interaction with the Competent Officers or their designated representative to provide and obtain feedback on the quality of service rendered.
10. All Security Supervisors will ensure that the instruction of the AIIMS Management conveyed through Security officer/officer in charge are strictly adhere to without any lapse. The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.
11. No equipment/engineering materials/consumables are to be taken out of the building without proper gate passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of store material.

The specimen signature and telephone numbers of the above stated officer will be available with the security personnel.

- 12.** Deployment of Security Supervisors, Security Guards will be with the concurrence of Security Officer of the AIIMS, Nagpur and the same will be monitored personally by the Security Officer from time to time and will be responsible for its optimum utilization.
- 13.** The Security supervisors, Security Guards will also take round of all the important and sensitive points of the premises as specified by the Institution through Security officer.
- 14.** The Security Guards on patrolling duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises and other movable items left installed therein and to intimate the concerned officers and report.
- 15.** The security should ensure that 'stray animals' movements like pigs, cattle, cows, dogs etc. do not enter the premises.
- 16.** In emergency situation, Security Supervisors, and Security Guards deployed shall also participate as per their role defined in the disaster plan, of AIIMS. Security guards/Supervisors should be sensitized for their role in such situation.
- 17.** The Security Supervisors of specific blocks/floors/areas shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instruction and redress the complaint as may be raised in the said meeting.
- 18.** Any other provisions as deemed fit may be incorporated in the contract/agreement. The same shall also be binding on the Security Agency.
- 19.** The security through men/infrastructure deployment will ensure proper security entry and exit points in various areas of AIIMS Campus
- 20.** The Agency shall ensure that all security personnel are fully conversant with the premises and with the activities of the Institute and its related security requirements.
- 21. CODE OF CONDUCT:** The Agency shall ensure that their security personnel
  - a) Are always smartly turned out and vigilant.
  - b) Are punctual and arrive at least 15 minutes before start of their shift.
  - c) Take charges of their duties properly and thoroughly.
  - d) Perform their duties with honesty and sincerity.
  - e) Read and understand their post and site instructions and follow the same.
  - f) Extend respect to all the Officers and staff of the office.
  - g) Shall not drink on duty, or come drunk and report for duty.
  - h) Will not gossip or chit chat while on duty.
  - i) Will not leave the post unless their reliever comes.
  - j) Will never sleep while on duty post.
  - k) Will not read newspaper or magazine or spend time on social media/ mobile/ YouTube., while on duty.
  - l) Will immediately report if any untoward incident/misconduct or misbehavior occurs.
  - m) When in doubt, approach concerned person immediately.
  - n) Will take periodic rounds around the premises.

- o) Security personnel will not leave the post without the knowledge of the Shift-in-charge. If necessary, the needful arrangement will be made by the Supervisor.
- p) Security personnel should get themselves checked whenever they go out by the other shift security.
- q) Are extremely courteous with very pleasant mannerism.

## **22. CONFIDENTIALITY**

- a) The phone number and movement plan of the Institute will not be given to anyone.
- b) The following information about the Institute will not be given to anyone.
  - i. Telephone number /any other information.
  - ii. Location and movement plans.
  - iii. Meeting and conference schedules

## **23. QUALIFICATIONS, DUTIES & RESPONSIBILITIES:**

### **A. SECURITY SUPERVISOR: -**

#### **i. Qualifications:**

- a. Should be minimum 12th Pass.
- b. Should have knowledge of security related matters, hospital safety, firefighting and allied function.
- c. Physical Standards and medical fitness should be as per DGR empanelment and PASARA Act and Rules.

#### **ii. Duties & Responsibilities:**

- a. Should be able to control over the security personnel deployed
- b. Work in shifts round the clock.
- c. To supervise the work of Security and, security guard.
- d. Carry out activity of protecting the premises from any un authorized entry, and action.
- e. To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization.
- f. To bring to the notice of Senior Officer, the violation of any law noticed during the course of discharge of his duties.
- g. To keep record of security related information received at the control room and make reports on the important incidents.
- h. Any other responsibility given by the Security Officer/officer in charge.
- i. Supervisor will maintain and monitor CCTV surveillance room. He will also resolve and attend break down calls of CCTV cameras.
- j. Any repair requiring change of parts or cameras or its peripherals will be promptly brought to the notice of IT Department.
- k. He will visit the control room on daily basis for effective supervision of control room and duty operator.
- l. Any other responsibility given by the Security Officer/officer in charge

**B. SECURITY GUARD WITHOUT ARM: -****i. Qualification:**

- a. Matriculation from a recognized School / Board. Should have knowledge of Hindi and Local Language. M/F.
- b. The Security Agency shall not employ/ deploy any Security Guards Civilian below the Age of 18 years and above the age of 50 years.
- c. Security Personnel so engaged shall be trained for providing watch & ward services before joining time.
- d. Should have knowledge of Security related matters, Hospital safety and allied Functions.
- e. Physical Standards and medical fitness should be as per DGR empanelment and PASARA Act and Rules.

**ii. Duties & Responsibilities:**

- a. Working shifts round the clock.
- b. Carry out activity of protecting the premises from any un authorized entry, and action.
- c. To provide private security to another person or property or both.
- d. To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- e. To bring to the notice of Security Supervisor & Senior Officer the violation of any law noticed during the course of discharge of his duties.
- f. Any other responsibility given by the Security Officer/officer in charge.

**24.** The responsibilities/Duties of security personnel at designated places of AIIMS Campus are mentioned below:

**A) Main Entry Gates: -**

- a) There are Four main vehicular gates and few pedestrian entry/exit points in the campus.
- b) Guards for any eventuality and with communication devices should be posted at the gates.
- c) Traffic entering should be regulated with signage's and detailed briefing to the posted guard at the main gates.
- d) Hand over entry token to all vehicles and collect the same on exit.

- e) Screening of vehicle with inverted mirror.
- f) Recording of registration number of vehicles (entry as well as exit)
- g) All entry and exit of vehicles will be tabulated at the end of each day and the record shall be maintained by the Security Agency.
- h) The security Agency shall ensure that the main gates (both entry and exit) are operational near the emergency/casualty 24x7 and as well as in other areas.
- i) Commercial vehicles existing the institute should be randomly checked for entry authorized as well as gate pass at the time of exit for preventing pilferage and theft.

**B) Traffic & Road side Management: -**

- a) There should be dedicated guards/personnel with identifiable dress to act as traffic marshal for managing the traffic flow will be deployed by the Security Agency.
- b) Provide support in implementation of integrated traffic management system to be developed by parking contract/Institute, which facilitates patient's movements in minimal time, keeping the residential areas free from unauthorized entry by patients/visitors/relatives and their vehicles.

In addition, the Security Staff should: -

- i. Enforce one-way movement of traffic in consultation with Security officer.
- ii. Ensure that vehicles are parked at designated parking places/slots only.
- iii. Identify areas where no parking is to be allowed and enforce no parking restriction.
- iv. Remove vehicles parked at unauthorized places in co-ordination with person in charge.
- v. Advise pedestrians to use footpaths and prevent jaywalking.
- vi. Identify areas for pedestrian crossing, establish zebra crossing and ensure that vehicles give right way to pedestrian at zebra crossing.
- vii. Keep all footpaths and open areas free from squatters at night. All such persons are to be shifted to night shelter.

**C) Emergency/Casualty Areas Services: -**

- a) The security services to be polite but firm and capable of crowd control. Entry at the main gate will also need to be regulated so that only those who require assistance in emergency enter the area. Security should be able to further restrict their entry at the two gates of main emergency. In addition, needs of controlling entry, scanning of baggage for weapons is required. In

addition, security personnel are required to be present inside these areas during preliminary functioning of doctor/nurse's function so as to avoid any unpleasant incidents.

- b) Security Agency will provide enough supervisory staff to maintain the law and order in the Emergencies round the clock to avoid any violence assault on staff and doctors.

**D) Registration Counter For OPD: -**

Security guards shall-

- a) Distribute tokens for patient's registration.
- b) Ensure formation of queues of people waiting for registration.
- c) Ensure that people go to the registration counters only when there is intimation from staff.
- d) Use effective crowd management techniques.
- e) Ensure that there is no rowdyism, hooliganism in the area and that there is no intimidation of staff on duty.
- f) Allow only one attendant with every patient to enter the OPDs after registration unless the physical condition of the patient requires more than one attendant.

**E) OPDs: -**

- a) Person entering into OPD shall be screened by HHMD and routed through DFMDs.
- b) Staff entry to be checked by examination of Identity Card.
- c) Baggage shall be scanned by security staff by HHMD and physical checking to be done.
- d) Entry shall be permitted as directed by Security officer.
- e) Proper discipline has to be maintained by the security personnel.
- f) Help desk to be set up to give patient necessary direction.
- g) Entry will be restricted to one patient with one attendant. Sick patients requiring assistance may be allowed two relatives (or there should be social workers/guides/attendants to provide help).
- h) Crowd management patient will be made to sit properly and wait for their turn to be called as per their owed turn.
- i) Prevent entry of unauthorized personnel like touts/Medical Representatives/ Salesman etc.

**F) Entry Gates of Hospital and Medical College: -**

The following security checks to be carried out: -

- a) DFMD to be provided for proper security check by the Security Agency.
- b) Entry of the attendant and patients should be with the passes and admission slip (issued by AIIMS.)
- c) Staff entry will be allowed after inspection of Identity Card.

- d) A proper gate pass is to be obtained in case any material equipment is going out of the gates and record of outgoing material is to be maintained and the same procedure is to be carried out for all the stores.

**G) Wards: -**

Security personnel are required not only to man all the main entries into the hospital but also entrance to individual wards: -

- a) Most patients shall be allowed one attendant at the besides to help with their physical and emotional needs. Passes are issued for each patient at the time of admission. The security guards at both the entrance (main entry to ward block and also individual wards) should check passes before allowing the relatives to the ward.
- b) Security guards should also check the respective corridors and not allow the relatives to roam around unnecessarily in corridors and sitting/standing/group chatting /eating meals.

**H) Medical& Nursing College Block: -**

- a) Security guards should check the Identity (checking I-cards) of people walking/entering into Medical & Nursing College blocks. Patient's relatives should be allowed to enter the hospital through the hospital entrance only. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/equipment being taken out shall be followed.
- b) Security should also restrict the entry of representatives from pharmaceutical/sales companies who often crowd the corridors causing inconvenience to the working staff.
- c) Corridors and fire staircase should be kept clear and open.

**I) Hostels: -**

- a) Regulate entry and exit into hostels.
- b) Prevent unauthorized persons from gaining access into the hostel.
- c) Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
- d) Check all incoming vehicles and ensure their parking at designated places.
- e) Keeping a watch over staff deployed in the mess and sanitation work. To allow entry only to staff with identity cards. To ensure that no movable assets are removed without proper gate pass.
- f) To prevent ragging.

**J) Residential Complex:**

- a) Perimeter patrolling and foot patrolling on street.
- b) Manning of entry and exit points both vehicular and pedestrian.
- c) Recording details of visitors. Confirming from the resident over PBX whether the visitor is to be allowed entry.
- d) Facilitating removal of unauthorized vehicles and two wheelers in consultation with the parking Agency.
- e) Reporting dysfunctional streetlight & another fixture etc.
- f) Supervising and checking unauthorized residents of servant quarters.



- g) Preventing Gambling and drug pedaling in the campus.
- h) Restriction of employees of Engineering Services Department without Identity card.
- i) To prevent damaged /theft/loss of movable and immovable property of the inhabitants.

#### **K) Material Movements**

- a) Incoming Material- Check the documents carefully and receive the items with the due Entry and forward to the concerned persons.
- b) Outgoing Material- Before sending the material, have proper check as per Challans/ gate pass. Do not send out any material without seal and sign of the authorized person.
- c) Returnable and Non-returnable Items record has to be maintained-A periodic status report, i.e. weekly report will be generated by security and submitted to concerned Department for follow up action on items that have not returned on due dates.
- d) All material coming in and going out to be recorded correctly as per Challans/ gate pass.
- e) Materials coming in to the premises must be accompanied by a proper Challans.
- f) No item will be taken out without written permission of the authorized person.
- g) Documents for material incoming and outgoing should be implemented with a list of authorized signatories office rubber stamp.

#### **L) CCTV Surveillance Room:**

CCTV room shall be monitored and maintained by supervisor. Supervisor shall resolve and attend break down calls of CCTV cameras. Any repair requiring change of parts or cameras or its peripherals will be promptly brought to the notice of IT Department. Supervisor will visit the control room on daily basis for effective supervision of control room and duty operator. Any other responsibility given by the Security Officer/officer in charge

#### **M) Patrolling Procedure**

- a) The guard must ensure that once the office is closed all the unwanted lights and Air- conditioning units is put off.
- b) Security should not switch off the computers, which are left on.
- c) He will keep a watch on the activities of the casual labours, daily wage workers and Agencies.
- d) The patrolling team must patrol throughout the campus at frequent intervals throughout the day and night i.e. 24 ×7. The patrolling team and the supervisor must ensure that no anti-social- elements, anti-social-

persons, anti-social- activities, un-authorized persons, visitors, vehicles, constructions, demolitions excavations, rough driving, tree cutting, material movement, beggars, drunken persons presence in the AIIMS, premises, The patrolling team also must make sure that no smoke, fire, flood, water leakages, in the AIIMS premises. If any person violating of campus peace, Institute, law and order immediately remove from the campus and necessary police action against him/her/them. The patrolling team must make sure that no Crime against women in campus. The campus must be safe working environment for all women.

- e) If he finds anything unusual /unusual, a written report must be given to the concerned authority after the necessary action taken.

#### **N) Quick Reaction Team (QRT):-**

The agency shall make sure for detailing of QRT team in all the three shifts. The QRT team should consist of at least 01 supervisor, at least 03 security guards and 01 agency's driver. The QRT team must wear proper uniform, Helmet, equipped with baton, torch, rope, Axe, fire extinguisher, bucket, raincoat, Gun and ammunition, shield cover, communication sets, Loud speaker and Mobile. The QRT team must standby at main gate with agency's four- wheeler vehicle. During any emergency irrespective of security, safety, road accident, riot, fire, theft, any student activity and etc., in the campus the QRT team will rush to the scene of the incident within 02 minutes and take necessary action and inform to the S.O.

#### **O) Changing Over and Taking Over**

- a) He will go through the log and entries of previous shift and discuss the progress plan with the reliever.
- b) Both the security guards /Supervisors will check the entire building thoroughly.
- c) Reliever guard should check all the documents, which are related to the security before taking over charge.
- d) They should check all the system, which are in the facility/under security.
- e) Occurrence report register to be maintained.
- f) Reliever guard checks previous shift guard before taking over charge.

#### **P) Boom Barriers Gates:**

The barriers gates should be installed and maintained at strategic places of AIIMS Nagpur campus as required and informed by the Security Officer or Officer in charge at the own cost of agency.

#### **Q) Clean Desk Policy**

All the staff should ensure that their desks are clean before they leave for the day i.e., no important Items are left on the tabletop.

#### **R) Fire Control**

- a) Security should know where the fire extinguishers are located/ installed and be able to operate them immediately in case of any fire accidents.
- b) Check the life of the fire extinguishers, i.e., due date of next recharge. If the due date is over, give a written complaint to the institute.

- c) In case of fire, prompt action is taken by the security personnel to safe guard the life and property of the institute.
- d) In the event of any fire, rush to the spot of the fire, muster all manpower available and take control office fighting operations.

**S) Emergency Procedure**

- a) The Security should have all the address and contact numbers of the nearest police station. Hospital, Ambulance and Fire Brigade.
- b) Security will immediately report if any untoward incident /misconduct or misbehavior occurs, to the Agency and Institute.
- c) Security person should know the entire emergency exists doors and main entry gates, so that he can take suitable action at a short notice.
- d) Identity the emergency and its gravity emergency.

**25. GENERAL**

- (i) Communication System: - Communication system necessary for maintaining communication shall be covered by wireless system/walky-talky system, mobile phones etc. and same will be provided by the Security Agency at entry gates and other sensitive parts in the premises.
- (ii) a) Outsourcing agency will provide **1 No. of two-wheeler model** (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel and maintenance at their own cost. The vehicle should not be older than 3 years from the date of manufacturing.
- b) Outsourcing agency will provide **1 No. of Four-Wheeler** (Hard Top vehicle model - MAHINDRA SCORPIO, THAR, BOLERO etc.) with fuel, maintenance and driver at their own cost. The vehicle should not be older than 3 years from the date of manufacturing i.e., [MODEL-2019]. The four-wheeler shall be stationed at AIIMS Nagpur
- c) Valid Registration certificate issued by the concerned RTO.

**26.** The security Agency will ensure that its security personal will perform only one eight- hour shift in one day.

**27.** An undertaking shall be taken by the Security Agency from their security personnel that they will not seek employment with any other organization during their deployment at AIIMS, Nagpur.

**28.** Co-ordination Meetings: - Security Officer will hold co-ordination meeting with the Security Agencies of respective areas under Hospital side, Medical, Nursing College, Hostels and Residential Complex from time to time.

**29.** Liaison with Police: - The Security Agencies will regularly liaise with the Nearby Police Station, Nagpur.

**30. TOOLS AND EQUIPMENTS:** - The Agency shall provide the under mentioned security equipment & tools to his deploy security staff at AIIMS, NAGPUR deployed at his own cost for proper management of security in the AIIMS, NAGPUR Premises.

| <b>Sr. No</b> | <b>NAME OF THE EQUIPMENTS</b>  | <b>MINIMUM NUMBERS</b>  |
|---------------|--|---|
| 01            | Torches with batteries(steel)(Rechargeable)  | 30 in nos.  |
| 02            | Search lights (Rechargeable)   | 20 in nos.  |
| 03            | Door Frame Metal Detector  | 10 in nos.  |
| 04            | Car bottom view image lens (Inverted Mirrors)  | 03 in nos.  |
| 05            | Motor Bike like model (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel. (VEHICLE SHOULD NOT BE OLDER THAN 3 YEARS FROM THE DATE OF MANUFACTURING)   | 01 in number.   |
| 06            | Hard Top Four-wheeler vehicle like model (TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.) along with agency's dedicating driver and fuel-For quick reaction teams patrolling in the campus. The vehicle should be marked & written with red color i.e. AIIMS, NAGPUR SECURITY. (VEHICLE SHOULD NOT BE OLDER THAN 3 YEARS FROM THE DATE OF MANUFACTURING) | 01 in number.   |
| 07            | Radio walky-talky -The sets must cover must cover all parts of the campus  | 20 in nos. with charger   |
| 08            | Uniform for all the security staff – The prevailing uniform dress code of AIIMS, NAGPUR  | per year.   |
| 09            | Cap-for all the security staff   | 01 in nos. for each person once in a year                         |
| 10            | Leather Boot-for all the security staff  | 01 in pair for each person once in a year                         |
| 11            | I-card-for all the security staff  | 01 in no. for each person once in a year                          |
| 12            | Baton (cane-5 feet length) for all the security Guard  | 01 in no. for each person once in a year                          |
| 13            | Ceremonial dress-50 pairs & Traffic lights and jacket  | As and when required only.  |
| 14            | Rain coat(standard)-for all the security staff   | 01 in no. for each person and to be replaced as and when required |
| 15            | Umbrella (Big Size)  | 30 in nos. - to be replaced as and when required                  |
| 16            | Woolen Jarshi (sweater))-for all the security staff  | 01 in no. for each person and to be replaced as and when required |
| 17            | Guard Cover (Cane Shield)  | 30 in nos.  |
| 18            | Helmet(steel) with protector   | 30 in nos.  |
| 19            | Biometric Finger Print Time and Attendance System (for attendance of the security  | 04 in nos.  |

|    |                           |                       |
|----|---------------------------|-----------------------|
|    | Guard) Backup             |                       |
| 20 | Loud speaker (Mega phone) | 02 in nos.            |
| 21 | Vehicle Token             | As and when required. |
| 22 | Stationary Items          | As and when required. |

**Equipment should be serviceable and should not be older than three years from the date of issuing of LOA**

**Note: -**

- (i) All the security related equipment & its maintenance are essential for the campus security & safety. In view of adequate security & safety of All India Institute of Medical Science, Nagpur, the selected security agency has to provide all the above- mentioned security equipment & its accessories from Sl.nos.01 to Sl.nos.22 during initiation of contract.
- (ii) The institute will not bear the expenses of the above-mentioned security equipment and accessories and shall be included in the service charge to be quoted.
- (iii) For the above-mentioned purpose, the bidders conditional bid is not acceptable and, in this case, also the bidders bid will get reject.
- (iv) The decision of the technical evaluation committee is final and binding.

**31. PENALTY:**

- i) **PENALTY: A- PENALTY FOR NOT PROVIDING OF SECURITY EQUIPMENTS/ DELAY IN FOR PROVIDING OF SECURITY EQUIPMENTS:**

| SL N O .   | Description of Events  | Penalty (Financial) Deduction of money from the monthly billing of the agency.   |
|--|--|--|
| 01   | Failure to provide the above mentioned all the equipments from the Sl Nos. 01 to Sl No.22 with above mentioned quantities within 30 days from the agreement of the contract. From 30th days onwards. | RS. 10,000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.10,000/- must not hamper to the security guards minimum wage. The deduction money will deduct from the contractors service charge. |
| <b>Failure/Delay to rectify the defective security equipment</b> |  |  |
| 01   | Torch Light, Missing/Deficiency/Defective/Not working  | Penalty of Rs. 50/- will be deduct for each Torch Light per day from the contractors monthly bill.   |
| 02   | Search Light Missing/Deficiency/Defective/ Not working   | Penalty of Rs. 100/- will be deduct for each Search light per day from the contractors monthly bill.   |
| 03   | Door Frame Metal Detector Missing/ Deficiency/Defective/Not working  | Penalty of Rs. 200/- will be deduct for each Door Frame Metal Detector per day from the contractors monthly bill.  |
| 04   | Four Wheeler Vehicle break down/Not available of fuel/Not  | Penalty of Rs. 2000/- will be deduct for each reason per day   |

|    |   |  |
|----|---|--|
|    | available of Driver/Absent of Vehicle from Campus   | from the contractors monthly bill.   |
| 05 | Radio Walky Talky Missing/Deficiency/Defective/ Not working   | Penalty of Rs. 300/- will be deducted for each Radio Walky Talky, per day from the contractors monthly bill.                   |
| 06 | Rain Coat Missing/Deficiency/Defective/ Not working   | Penalty of Rs. 100/- will be deduct for each Rain Coat per person per shift from the contractors monthly bill.                 |
| 07 | Umbrella Missing/Deficiency/Defective/ Not working  | Penalty of Rs. 100/- will be deduct for each Umbrella , per person per shift from the contractors monthly bill.                |
| 08 | Guard cover Missing/Deficiency/Defective/ Not working   | Penalty of Rs. 100/- will be deduct for each Guard Cover (Cane Shield) per day from the contractors monthly bill.              |
| 09 | Helmet Missing/Deficiency/Defective/ Not working  | Penalty of Rs. 100/- will be deduct for each Helmet , per day from the contractors monthly bill.                               |
| 10 | Biometric Finger Print Machine Missing/Deficiency/Defective/ Not working  | Penalty of Rs. 500/- will be deduct for Biometric Finger Print Machine ,per system, per day from the contractors monthly bill. |
| 11 | Loud Speaker Missing/Deficiency/Defective/ Not working  | Penalty of Rs. 200/- will be deduct for each Loud Speaker , per day from the contractors monthly bill.                         |
| 12 | Car bottom view image lens (Inverted Mirrors) Missing/Deficiency/Defective/ Not working/not available/not charged/non availability of balance | Penalty of Rs. 200/- will be deduct for each Car bottom view image lens per day from the contractors monthly bill.             |
| 13 | Motor Bike with fuel Missing/Deficiency/Defective/ Not working/not available of petrol/break down   | Penalty of Rs. 500/- will be deduct for each Motor Bike per day from the contractors monthly bill.                             |
| 14 | Uniform Missing/Deficiency/Defective/ Not working/not issued by the agency/wear tear condition  | Penalty of Rs. 200/- will be deduct for Uniform per person per shift from the contractors monthly bill.                        |
| 15 | Leather Boot Missing/Deficiency/Defective/ Not working/not available  | Penalty of Rs. 200/- will be deduct for Leather Boot , per person per shift from the contractors monthly bill.                 |
| 16 | I-Card Missing/Deficiency/Defective/ Not working/not available/Expired date   | Penalty of Rs. 50/- will be deduct for I-Card per person per shift from the contractors monthly bill.                          |
| 17 | Baton   | Penalty of Rs. 200/- will be deduct  |

|    |   |  |
|----|---|--|
|    | Missing/Deficiency/Defective/<br>Not working/not<br>available/broken  | for Baton per person per day from<br>the contractors monthly bill.   |
| 18 | Ceremonial dress (50 in nos.)<br>Missing/Deficiency/Defective/<br>Not working/not<br>available/wear & tear<br>condition/dirty condition | Penalty of Rs. 100/- will be deduct<br>for Ceremonial dress , per person<br>per day from the contractors<br>monthly bill.        |
| 19 | Woolen Jarsi (sweater)<br>Missing/Deficiency/Defective/<br>Not working/not<br>available/wear & tear<br>condition/dirty condition        | Penalty of Rs. 100/- will be deduct<br>for Woolen Jarsi (Sweater), per<br>person per shift from the<br>contractors monthly bill. |
| 20 | Cap (01 cap once in a year)<br>Missing/Deficiency/Defective/<br>Not working/not available/<br>wear & tear condition/dirty<br>condition  | Penalty of Rs. 50/- will be deduct<br>for Cap, per person per shift from<br>the contractors monthly bill.                        |
| 21 | Vehicle Token   | Penalty of Rs.300/- will be deduct<br>for Vehicle Token, per person per<br>day from the Contractors Monthly<br>Bill.             |
| 22 | Stationary Items  | Penalty of Rs.500/- will be deduct<br>for Stationary Items in each<br>occasion of the contractors monthly<br>bill.               |

- ii) **PENALTY: B - PENALTY FOR SHORTAGE OF MANPOWER:** - The selected agency should provide and deploy the above-mentioned manpower in the AIIMS, NAGPUR premises as per the instruction of the AIIMS, NAGPUR security officer. In case of failure to comply with requisite manpower, the penalty is as follows:

| Sl. No | Description of security personnel supposed to be deployed by the agency | Shortage in first, general, second and night shift            | Deduction of money from the bill of the agency's service charge in Rs. |
|--------|---|---|--|
| 01     | Security personnel: as per the above-mentioned quantity                 | For each security personnel prescribed/detailed in each shift | Rs.500/- (per day for each shift of each security Personnel)           |

- iii) **PENALTY: C- PENALTY FOR LATE PAYMENT OF WAGES TO SECURITY PERSONNEL:**

| Sl No | Compliance with the act- As per the Payment of Wage Act                      | Normal Wage Distribution week                                  | Penalty Event/ Occasion  | Consideration case/event                                      |
|-------|--|--|--|---|
| 1     | Contractors obligation time to pay the monthly minimum wages to his security | In each month from the date 1 <sup>st</sup> to 6 <sup>th</sup> | In each month from the date 1 <sup>st</sup> to 6 <sup>th</sup> -No Penalty | In the event of Bank strike/Bank Holiday/technical problem of |

|   |   |   |   |   |
|---|---|---|---|---|
|   | personnel's deployed in the AIIMS, Nagpur   |   |   | Bank, it will take consideration.   |
| 2 | Contractors obligation time to pay the monthly minimum wages to his security personnel's deployed in the AIIMS, Nagpur. | In each month from the date 7 <sup>th</sup> to the end of the month.  | Rs. 10,000/-per day will be automatic deduct from the contractors monthly bills service charge; however, it should not hamper to the minimum wages of the security guards.                                | In the event of Bank strike/ Bank Holiday/ technical problem of Bank, it will take consideration. |
| 3 | Contractors obligation time to pay the monthly minimum wages to his security personnel's deployed in the AIIMS, Nagpur  | If the Agency failed to provide minimum wages to the deployed security guards even on completion of the previous month. | The principal employer will issue show cause notice to the agency and the principal employer will take necessary action against the agency and pay the minimum wages by forfeiting the SMD of the agency. |   |

iv) **Other Penalty: -**

| Sl No. | Service level agreement  | Base line   | Instance | Penalty For breach  |
|--------|--|---|----------|---|
| 01     | Delay in deployment of security personnel by the service provider (this will not be applicable in case of event-based Security Manpower Hiring for which deployment is to be done as per the date indicated by the AIIMS, Nagpur.) | Deployment to start as per the Time Indicated by the AIIMS, Nagpur. |          | In case of deployment is made with delay of two weeks over the time indicated by the AIIMS, Nagpur and delay is due to service provider, 0.5% of the value of the contract shall be levied as penalty. However, AIIMS, Nagpur shall be at liberty to cancel the order without any reference to service provider in case so desire.<br>In case of deployment is made with delay of |



|    |   |               |   |  |
|----|---|---------------|---|--|
|    |   |               |   | <p>three weeks over the indicated by the AIIMS, Nagpur and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However, AIIMS, Nagpur shall be at liberty to cancel the order without any further reference to service provider in case so desire.</p> <p>In case deployment not made four weeks after placement of order the contract shall be terminated without any reference.</p>             |
| 02 | If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc. with public or employees of AIIMS, Nagpur or other employees of service provider. | No instance   | <p>1st Instance</p> <p>2nd Instance</p> <p>3rd Instance</p> | <p>Replacement of Security personnel and Rs 500/- fine on the service provider</p> <p>Replacement of Security personnel and Rs 1000/- fine on the service provider</p> <p>Replacement of Security personnel and Rs 5000/- fine on the service provider</p>   |
| 03 | Security personnel indulged in Drinking/sleeping/using mobile/reading newspaper or magazines/ not wearing helmet/spitting anywhere in the premises of AIIMS, Nagpur during duty hours.                                | Zero instance | <p>1st Instance</p> <p>2nd Instance</p> <p>3rd Instance</p> | <p>Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 1000/- on the service provider.</p> <p>Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 2500/- on the service provider</p> <p>Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 5000/- on the service provider</p> |

**Annexure-A****Check List for Technical Bid**

Following documents to be submitted with technical bid to qualify technically-

- a)** Copy of DGR Sponsorship Letter
- b)** Original valid copy of DGR Empanelment certificate (with photograph and signature of Proprietor / Director)
- c)** PSARA License for the state (Maharashtra) of operation of the security agency
- d)** Copy of PAN card.
- e)** Copy of valid GST registration Number.
- f)** Copy of valid EPFO registration.
- g)** Copy of valid ESIC registration.
- h)** Copy of Income Tax Return Acknowledgement for last Three financial years i.e. (F.Y. 2018-19, 2019-20, 2020-21).
- i)** Copy of Work Orders/Experience Certificates from the clients regarding the similar services rendered as described in the qualifying criteria.
- j)** Registration of security agency with Proprietorship/Partnership Deed in case of partnership firm/Memorandum & Articles of Association in case of limited Company.
- k)** Power of Attorney in favour of person who has signed the tender document. In case of limited company, the authority to sign the tender is to be given under Board resolution.
- l)** Details as required in Annexure – C
- m)** Details as required in Annexure – D
- n)** Undertaking as required in Annexure – E
- o)** The entire tender document each and every page duly signed by the Tenderer.

**Financial Bid**

Bidder must submit the financial bid in BOQ format on CPP Portal.

| Sl. No.   | Item Description          | Quantity | Units | Basic Wage + VDA Rs. P | Basic Wage (BW) plus Variable Dearness Allowance (VDA) To be entered by the Bidder Rs. P | Employee's State Insurance (ESI) 3.25 % of BW + VDA | Employee's Provident Fund (EPF) 12.00 % of BW + VDA | Employee's Deposit linked Insurance (EDLI) 0.50 % of BW + VDA | Administrative charges (EPF & EDLI) 0.50 % of BW + VDA | Housing Rent Allowance (HRA) 24.00 % of BW plus VDA or Rs. 5400/- whichever is higher | ESI on HRA 3.25 % of HRA | Bonus 8.33 % of Basic + VDA | Uniform outfit allowance 5.00% of BW +VDA | Uniform washing 3.00 % of BW + VDA | Sub Total ( 13 to 35) Rs. P | Relieving Charges (1/6 of total of sr no 53 | TOTAL AMOUNT per Day Rs. P |
|---|---------------------------|----------|-------|------------------------|--|---|---|---|--|---|--------------------------|-----------------------------|---|------------------------------------|-----------------------------|---|----------------------------|
| 1   | 2                         | 3        | 4     | 5                      | 13   | 23  | 26  | 27  | 28   | 29  | 32                       | 33                          | 34  | 35                                 | 38                          | 39  | 6                          |
| 1   | Hiring of Security Agency |          |       |                        |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |
| 1.01  | Supervisor                | 6        | Nos   |                        |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |
| 1.02  | Unarmed Security Guard    | 250      | Nos   |                        |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |
| Total in Figures  |                           |          |       |                        |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |
| Quoted Rate in Figures  |                           |          |       | Select                 |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |
| Quoted Rate in Words  |                           |          |       |                        |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |
| *Note- GST not to be quoted. GST will be extra as applicable. Bidder has to select excess(+) for quoting service charge |                           |          |       |                        |  |   |   |   |  |   |                          |                             |   |                                    |                             |   |                            |

**Note:- For the purpose of determination of successful bidder, the lowest rate of service charges quoted in Price bid will be considered; and will be governed by DGR regulations. If two or more bidders quoted the same lowest rate, then the senior most among the lowest bidders as per DGR sponsorship letter No 2112/SA/2022/AIIMS/State ESM Corp/2830/2828/2840/2827/2829 Dated 18 Oct 2022 will be declared as the successful bidder.**

**BIDDER'S INFORMATION**

- 1) Name of the Tendering Company/Firm :
- 2) Name of Owner/ Partners/ Directors :
- 3) Address of Office/Offices Full Particulars of Office Including Telephone No., Fax No. & Email :
- 4) Registration Details
  - a. EPFO Registration Number :
  - b. ESIC Registration Number :
  - c. PAN Number :
  - d. GST Registration Number :
- 5) Whether Latest Tax Return for the last Three Financial year i.e. (F.Y. 2018-19, 2019-20, 2020-21) has been enclosed : Yes/No
- 6) Whether the copies of EPF, ESIC, PAN and GST Registration Certificates has been enclosed :
- 7) Whether the Statement of Experience in the similar field as per Annexure D has been enclosed. :
- 8) Whether the Undertaking as per Annexure – E has been enclosed. : Yes/No
- 9) Whether valid copy of DGR Empanelment certificate has been enclosed. : Yes/No
- 10) Whether the DGR Sponsorship Letter has been enclosed. : Yes/No
- 11) Whether copy of PSARA License for the state (Maharashtra) of operation of the security agency has been enclosed. : Yes/No

**FORMAT FOR SUBMITTING DETAILS OF SIMILAR WORKS COMPLETED****(This should be mentioned on the letter head of the Bidder/Agency)**

| <b>S. No.</b> | <b>Description of work</b> | <b>Postal address of client with contact</b> | <b>Contract Value (In Rs.)</b> | <b>Completed Value (In Rs.)</b> | <b>Starting Date</b> | <b>Completion Date</b> |
|---------------|----------------------------|--|--------------------------------|---------------------------------|----------------------|------------------------|
| 1             |                            |  |                                |                                 |                      |                        |
| 2             |                            |  |                                |                                 |                      |                        |
| 3             |                            |  |                                |                                 |                      |                        |
| 4             |                            |  |                                |                                 |                      |                        |
| 5             |                            |  |                                |                                 |                      |                        |

**Note:**

***Please enclose the copies of the relevant Work Orders/Experience Certificate for the details furnished above.***

**ANNEXURE 'E'****UNDERTAKING**

**(This should be mentioned on the letter head of the Bidder/Agency)**

1. I/We declare that I/we, am/are not a defaulter to any Govt. organization/PSU since last 2 years from the date of issue of this tender on AIIMS-NAG/Security Services/DGR/LTE/2022-23/07 Dated- 09/12/2022 due to non-compliance of order.
2. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
3. I/We have apprised myself/ourselves fully about the job to be done during the tenure of period of agreement and also acknowledge bearing the consequences of non-performance or deficiencies in services on my/our part.