



**अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर**  
**ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR**

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Ph.No.0710-3295590

**Notice Inviting Tender**

**For**

**“Engagement of agency for Providing Security Services on Job Outsourcing Basis”**

**At**

**All India Institute of Medical Sciences, Nagpur**

**CRITICAL DATE SHEET**

NIT No.	AIIMS-NAG/Admin/Security Services/OTE/2023-24/14	
Published Date	07/12/2023	Time 05.00 PM
Bid Document Download Start Date	07/12/2023	Time 05.05 PM
Bid Submission Start Date	08/12/2023	Time 09.00 AM
Bid Submission End Date	21/12/2023	Time 03.00 PM
Bid Opening Date	22/12/2023	Time 03.00 PM

1. Online bids are invited on single stage two bid systems for “Engagement of agency for Providing Security Services on Job Outsourcing Basis at AIIMS, Nagpur”. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS, Nagpur web site [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 DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi, which helps in reducing size of the scanned document.
5. Tendered who has downloaded the tender from the **AIIMS, Nagpur web site [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 tendered is liable to be banned from doing business with AIIMS Nagpur.

**General Terms and Conditions: -**

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process will be online, Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tendered for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
4. **Quotations/Bid would be valid for 180 days** from the tender due date i.e. tender opening date.
5. The Bidder should have at least 3 years experience of providing security services to Central/State Govt. Agencies including PSU/Autonomous Organizations and reputed Private Companies and also having executed minimum value of **₹15.00 Crore** of contract of providing security services in last three financial years (i.e. 2020-21, 2021-22 & 2022-23).
6. The annual turnover in each year of the bidder in the last three financial years (i.e. 2020-21, 2021-22 & 2022-23) should not be less than **₹15.00 Crore**. The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover. UDIN number on certificate should be mentioned.
7. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations (such as Private Security Agencies (Regulation) Act 2005) and Maharashtra Private Security Agencies Rule etc. as per law valid at least for 12 months from the date of the opening of tender. Please note that agencies engaged in the rehabilitation and resettlement of ex-servicemen should be empaneled / registered with DGR.
8. The no. of security personnel shown is approximate and may vary as per requirement of the Institute at the time of placement of order.
9. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Work Order may be cancelled and will be awarded to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
10. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
11. All disputes shall be subject to Nagpur Jurisdiction only.
12. **AIIMS Nagpur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
13. The Tender/Bid will be opened online on website <https://eprocure.gov.in/eprocure/app> in security Office at AIIMS Nagpur Premises at the time of bid opening.

- i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
  - ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
14. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.

15. **Award of Contract**

The Institute will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

- i) Notwithstanding the above, the Institute reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
  - ii) The bidder whose bid is accepted will be notified of the award of contract by the Institute prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.
16. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.

17. **Earnest Money:**

Earnest Money Deposit i.e. ₹ 20,00,000/- to be deposited in the form of **Insurance Surety Bonds/Account Pay Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee)**. Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. The Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "**The Director, AIIMS, Nagpur**". The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) or any exemption certificate must reach at Store Office (Administrative Block), AIIMS, Plot No. 2, Sector- 20, MIHAN, Nagpur prior to opening of tender.

- No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Nagpur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited

- Tenders without Earnest Money will be summarily rejected.

- No claim shall lie against the AIIMS Nagpur in respect of erosion in the value or interest on the amount of EMD.

- If MSME firm (only Micro and Small Enterprises) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.

- a) District Industries Centers (DIC)
- b) Khadi and Village Industries Commission (KVIC)
- c) Khadi and Village Industries Board
- d) Coir Board
- e) National Small Industries Corporation (NSIC)
- f) Directorate of Handicraft and Handloom
- g) Any other body specified by Ministry of MSME (MoMSME)
- h) Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum/Udyam issued by MoMSME.
- i) Startups firms as recognized by Department of Industrial Policy & Promotion (DIPP) is also exempted for depositing of EMD amount. Valid documents should be uploaded.

- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

- EMD should remain valid for a period of 180 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

18. Tender Cost: - Exempted as per GFR -2017.
19. In case the service provider requires any elucidation regarding the tender documents, they are requested to contact to the Administrative Officer, AIIMS Nagpur through **e-mail: [procurement@aiimsnagpur.edu.in](mailto:procurement@aiimsnagpur.edu.in)** on or before end date of clarification as per critical date sheet.
20. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.

**Deputy Director (Admin)**  
**For and on behalf of Executive Director, AIIMS Nagpur**

## **Other Terms & Conditions:**

### **1. Performance Security Deposit (PSD):-**

- a. The successful bidder shall have to submit a performance security deposit (PSD) 5% of contract value within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PSD beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a panel interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31<sup>st</sup> day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract . The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.
- b. Successful bidder/firm should submit performance security deposit as prescribed in favour of “**The Director, AIIMS Nagpur**” and to be received in the **Store Office, Ground Floor, Admin Building, AIIMS, Nagpur, Plot No. 2, Sector-20, MIHAN, Nagpur– 441108** before the date of commencement of services or 30 days from the date of acceptance of the work order, whichever is earlier. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given Perform of the tender documents, for an amount covering 5% of the contract value.
- c. The Performance Security Deposit should be established in favour of “**The Director AIIMS Nagpur**” through any Schedule Bank with a clause to enforce the same on their local branch at Nagpur.
- d. Validity of the performance security deposit bond shall be for a period of 60 days beyond of entire contract period from the date of issue of work order.

### **Forfeiture of Performance Security Deposit**

If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS NAGPUR shall without prejudice to its other rights and remedies hereunder or at the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS NAGPUR from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as afore said, in case the same shall exceed the amount of the Performance Security.

### **2. Contract Period: -**

The contract shall be initially for a period of **one year** from the date of agreement subject to continuous satisfactory performance. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for **two years or more on year to year basis** at the sole discretion of the Competent Authority of AIIMS, NAGPUR.

The period of the contract may be extended for mutually agreed period after the successful / satisfactory completion of initial contract & based on the requirement at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of the manpower deployed by the selected Company / Firm /Agency or otherwise at the discretion of the AIIMS, Nagpur.

However, AIIMS Nagpur reserves right to terminate this contract without assigning any reason thereof at any time after giving one-month notice to the selected service providing Company/Firm/Agency. However, the agency will have no option to withdraw from the contract on his own during the initial contract period of one year.

### **3. Right of Acceptance:-**

AIIMS, Nagpur reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender.

**AIIMS, Nagpur will be at the discretion to decide to whom the contract will be awarded as per the terms and conditions of this tender.**

**4. Validity of the bids: -**

The bids shall be valid for a period of **180 days** from the date of opening of the tender and no request for any variation in quoted rates and / withdrawal of tender on any ground by successful bidder(s) shall be entertained. This has to be so specified by the tendered in the commercial bid which may be extended, if required.

**5. Communication of Acceptance:-**

AIIMS, Nagpur reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Nagpur also reserves the right to reject any bid, which in his opinion is non-responsive/not-viable, or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their tenders rejected out-rightly.

**6. Breach of Terms and Conditions:-**

In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Nagpur. In that event, the security deposit shall also stand forfeited.

**7. Evaluation Criteria of the Successful bidder: -**

- (i) **Evaluation Criteria for Technical Bid** – Technical bids as per the conditions mentioned will be evaluated as under: -

Sr. No.	Description	Submission	Points	Documents Required
1.	Annual Turnover for providing Security Services in each of the last three F.Y i.e. 2020-21, 2021-22 & 2022-23	01 point per Rs.10 Crore of Annual Turnover above ₹50 Crore, subject to maximum of 20 points.	20 Pts.	Turnover certificate duly certified by CA with UDIN number to be uploaded.
		>30 Cr. Up to 50 Cr.	10 Pts.	
		>15 Cr. Up to 30 Cr.	05 Pts.	
2.	Experience in providing security services in 300 bedded Government Hospitals (Central /State Government/PSU/ Autonomous Bodies with minimum of one year contract during last 05 years.	Above 05 Institute, two points for each institute with the maximum of 20 points.	20 Pts.	Self-attested copy of work orders / contracts along with satisfactory performance certificate issued by department where work is completed clearly mentioning total number of security personnel and amount of contract to be uploaded.
		Up to 05 Institute	12 Pts.	
		Up to 02 Institute	06 Pts.	
3.	No. of years of operation in business of security services. (minimum 03 years of business required) <b>(As on Date 31/03/2023)</b>	01 point per year operation on above 5 years subject to maximum of 20 Points	20 Points.	Copy of first work order / contract awarded to be uploaded. The same will be considered for evaluation.
		> 3 Years up to 5 years	10	
4.	Number of running contracts for providing security services in Government (Central /State Government/ PSU/ Autonomous Bodies) in hand during F.Y 2023-24.	01 points for each running contract up to a maximum of 10 points.	10 Pts.	Copy of the contract/ agreement to be uploaded.

5	Number of security personnel deployed in single running contracts for providing security services in Government Hospital (Central /State Government/ PSU/ Autonomous Bodies) in hand during F.Y 2023-24.	Above 501	10 Pts.	Copy of running contract with a certificate from institute certifying number of security personnel deployed to be uploaded.
		301 to 500	7.50 Pts.	
		Up to 300	05 Pts.	
6	Positive Net worth of the bidder in Last F. Y. 2022-23	01 point per Rs.10 Crore Positive Net Worth above ₹25 Crore, subject to maximum of 10 points.	10 Points	CA Certificate with UDIN No. to be uploaded.
		>20 Cr. Up to 25 Cr.	6 pts	
		>15 Cr. Up to 20 Cr.	3 pts	
7.	Status of firm (Proprietor/ Partnership/ Company/ Govt. Department	Govt. Department/ PSUs/Autonomous Bodies	10 Pts.	COI/Partnership Deed as the case may be and in case of individuals GST or Shop and Establishment Registration to be uploaded
		Limited Company	7.50 Pts.	
		Private Limited/ Proprietor/Partnership	05 Pts.	

**Minimum score for the Technical Bid shall be 60 points for Technical Qualification. The price bid of only those bidders who qualify the Technical Qualifications and Score minimum 60 points shall be considered for further process.**

**(ii) Evaluation Criteria for Financial Bid of technically qualified firm: -**

L1 will not be decided on service charge of less than 3.85% and will be treated non responsive bid if service charge quoted less than 3.85%. The bidder shall quote percentage up to 2 decimal point. If the bidder quote percentage with more than 2 decimal points then up to two decimal point will be taken into consideration without rounding up.

**Bid evaluation criteria and selection procedure**

A two-stage procedure shall be adopted in evaluation of the proposals. The selection will be done using **Quality cum Cost Based Selection (QCBS)** process. **70% weightage would be given to the Technical evaluation and 30% weightage would be given to the financial bid.**

**Evaluation Criteria for Financial Proposal**

The price bids of only those firm/agencies who qualify technically will be opened. The proposal with the lowest cost bid will be given a financial score of 100 and the other proposals will be given financial score that are inversely proportionate to their cost bids.

For e.g. assuming that out of technically qualified bids a firm "A" who has quoted 5% as service charge is lowest one, it will be given a financial score of 100. Other technically qualified firms who have quoted above 5% will be given the financial score as worked out in the following examples.

<u>Firms</u>	<u>Bid Rate</u>	<u>Financial Score</u>
Firm "B" -	6% -	5/6 x 100 = 83.33
Firm "C" -	7% -	5/7 x 100 = 71.43
Firm "D" -	8% -	5/8 x 100 = 62.50

**For working out the combined score, the NBA will use the following formula:**

Total points = {T(w) x T(s)} + {F(w) x F(s)} where T (w) stands for weight of the technical proposal  
T (s) stands for technical score  
F (w) stands for weight of the financial proposal  
F (s) stands for financial score as worked out above

For e.g. if a firm score 50 marks in technical bid and 70 marks in financial bid the total points will be worked out as follows: -

$$\{T(w) \times T(s)\} + \{F(w) \times F(s)\} (70/100 \times 50) + (30/100 \times 70)$$

Total = 35 + 21 = 56 Points.

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract.

**GST will be reimbursable as per deposition of proper & genuine evidence attached with monthly bill**

**8. Clarification of Offers: -**

To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

**The service charge quoted shall be responsive and the same should be inclusive of tools and equipment mentioned in this tender, Barrack facility with basic amenities and proper hygiene for security personnel and training to Security personnel, Biometric Attendance System etc. The offers of those prospective bidders, which do not meet the statutory requirements, are liable to be rejected. The security agency/firm/company should quote Total Service Charges in percentage only. Tenders quoted without Service Charges will summarily be rejected. The Service charges should not be zero and it should not be in percentage or decimal figure.** The "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period. Wage revision of the security personnel's will be applicable as per central labour commissioner (GOI) and monthly wages of DGR revised from time to time.

The Bidder has to comply all the provisions of the labour laws and all other applicable rules/regulation/laws. **The contract will be awarded to the bidder who will get highest score in total (technical + financial) in compliance of all tender conditions.**

**In the event that two or more Bidders get the equal score (technical +financial), AIIMS Nagpur shall identify the Selected Bidders on the basis of total score obtained by the bidders in criteria SI No. 1, 2 & 3 mentioned in technical score table and the decision of AIIMS Nagpur will be final in this regard.**

**9. Clarification of Offers: -**

To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

**10. Right to call upon information regarding status of contract: -**

The AIIMS, Nagpur will have the right to call upon information regarding status of contract at any point of time.

**11. Terms of payment:-**

**11.1)** Monthly bills are submitted on triplicate copies and shall attached attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only deployed personnel of AIIMS Nagpur. Printout of the banking transaction is to be submitted to the AIIMS Nagpur along with the monthly wage bill for payment. Any other related documents will have to be submitted before the competent Authority of AIIMS, Nagpur. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS NAGPUR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

**11.2)** Security agency would also provide salary slip in bilingual Hindi & English to each security personnel deployed by them at AIIMS every month and the salary slip should display following details:

- Name of the security Agency
- Name of the Employee

- Father's Name of the Employee
- Employee Code (issued by Security Agency)
- ESI No. of the Employee/ Employer
- ESI Deduction-Employer Contribution/Employee Contribution
- EPF No. of the Employee / Employer
- EPF Deduction-Employer Contribution/Employee Contribution
- Wages details in all respects.
- Salary Sheet and Pay Slip of Security personnel will be based on the Salary structure issued by AIIMS Nagpur.

**11.3)** The following under mentioned documents are very essential to submit in the AIIMS, NAGPUR Account section for release of the payment: -

**11.3.A)** The Security agency's request letter to the Administrative Officer for monthly payment.

**11.3.B)** The Security agency's undertaking for compliance of the provision of contract labour Regulation & Abolition) Act and other laws as applicable.

**11.3.C)** Security personnel's PF contribution statement copy for that month. **(AIIMS, Nagpur, Exclusive)**

**11.3.D)** Security personnel's PF contribution Nationalized Bank e-Pay Order copy (ECS) for that month. (Copies of the P.F. Challans) and Copies of monthly returns submitted to the P.F. authorities as applicable. **(AIIMS, Nagpur, Exclusive)**

**11.3.E)** Security personnel's ESIC contribution statement copy for that month. **(AIIMS, Nagpur, Exclusive)**

**11.3.F)** Security personnel's ESIC contribution Nationalized Bank e-Pay Order copy (ECS) for that month. (ESIC Challans). **(AIIMS, Nagpur, Exclusive)**

**11.3.G)** Security personnel's wage register in the format of FORM X *Register of Wages* [Rule 26(1)] with the following undertaking:- It is certified that, "I ..... DGM/GM/ ..... of M/S..... Nagpur Branch have paid all the wages to my security personnel through their respective individual Saving Bank Account in ..... Bank. Our company has not any due to any security personnel engaged in AIIMS, NAGPUR Campus." Signature, Name-Designation- Rubber Seal.

**11.3.H)** Security personnel's wage disbursement list through Bank and the Bank statement copy with Bank seal. **(AIIMS, Nagpur, Exclusive)**

**11.3.I)** List of all security personnel's individual bank Account Number issued by the Bank.

**11.3.J)** Security personnel's Biometric attendance copy verified by the Administrative Officer, AIIMS, NAGPUR.

**11.3.K)** Security agency's undertaking/certified certificate for providing of uniform and other accessories to the security personnel's deployed in the AIIMS, NAGPUR campus.

**11.3.L)** Security agency's undertaking/certified certificate for providing of all security equipments /accessories mentioned in the tender clause number 24 to the AIIMS, NAGPUR campus security (all quantity & quality). It must be certified by the Administrative Officer of the AIIMS, NAGPUR.

**11.3.M)** The Security agency's undertaking/certified certificate for operational condition of his all security equipments /accessories mentioned in the tender clause number-24 to the AIIMS, NAGPUR campus security (all quantity & quality). It must be certified by the Administrative Officer of the AIIMS, NAGPUR.

**11.3.N)** Deduction of money from the security agency's monthly bill—if any.

**11.3.O)** The Security agency's Invoice copy.

**11.3.P)** Hiring of additional security guards for additional security arrangement during, convocation, annual sports, annual function-ORIANA, cultural program, Holi, Deepawali, Mega medical Camp, Examination, conference and any other additional students activity as well as institutes temporary requirement, the account office require the following documents for release of payment: -

- Requisition for hiring of additional security guard signed by the Administrative Officer, AIIMS, NAGPUR and counter signed by the DDA.
- Attendance sheet of deployed additional number of security guards irrespective of hours of duty.
- Security agency's Invoice copy.
- The additional security guards irrespective of their gender & designation & time duration hired for the above mentioned any activity will **get only their minimum wages** and the **agency will get his service charge only** which is mentioned in the price bid of the tender document.

**11.3.Q)** The security personnel's deployed in the AIIMS, NAGPUR campus will get their Bonus payment once in year as per the G.O.I Payment of Bonus Act. The agency will first pay it to his security personnel's through their respective individual Bank Account and then claim the same from the institute by submitting all the proof and Bank statement copy.

**11.3.R)** Security Personnel salary sheets in Prescribed Format. (AIIMS, Nagpur Exclusive)

**11.4)** The initial cost of the Contract shall be valid for a period of one year. No price escalation shall be entertained by the Institute during the period except the minimum wage and its linked statutory dues on account of increase of the minimum wage, as and when increased by the Government.

**11.5)** The contract shall be initially for a period of one year from the date agreement subject to continuous satisfactory performances. However, this will be reviewed at the end of each year.

**11.6)** The contract shall be initially for period of one year from the date of agreement subject to continuous satisfactory performance. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year to year basis at the sole discretion of the Competent Authority of AIIMS, NAGPUR.

**11.7)** All payments shall be made in Indian Currency by means of an Account Payee/Cheque/RTGS/NEFT transfer.

**11.8)** Institute shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payment made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. Institute shall provide a certificate certifying the deduction so made.

**11.9)** The agency's sole responsibility to ensure the complete security & safety of the AIIMS premises. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

## **12. Laws / Acts :-**

The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS, Nagpur or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by **07<sup>th</sup> of every month** without fail and irrespective of any delay in settlement of its bill by the Administrative Department, at AIIMS, Nagpur for whatever reason and without deducting any commission except PF & ESI from the wages paid by the AIIMS, Nagpur. **The agency is required to pay the monthly wages and all allowance to its workers as engaged through online/net banking only directly to the saving bank accounts of all the workers and a certified. Cash mode of transaction shall not be accepted.**

The Agency shall also be responsible for the Insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications:-

- (a) The Minimum Wages Act 1948
- (b) The Employees Provident Fund & Misc. Provision Act, 1952
- (c) The Contract Labour (Regulation & Abolition) Act, 1970
- (d) The Payment of Bonus Act, 1965
- (e) The Payment of Gratuity Act, 1972
- (f) The Employees State Insurance Act, 1948
- (g) The Child Labour (Prohibition and Regulation) Act, 1986
- (h) The Payment of Wages Act. 1936
- (i) The Factory Act, 1948
- (j) The Employment of Children Act, 1938
- (k) The Motor Vehicle Act, 1988
- (l) Private Security Agencies (Regulation) Act 2005
- (m) The Payment of Bonus (Amendment) Act, 2015
- (n) Maharashtra Private Security Agency Rules, 2008. (concerned states rule).
- (o) Shop and establishment Act under Maharashtra shops and Establishment Act, 1948. (Concerned States rule)

**13. Engagement of Security Personnel: -**

The Contractor shall make its own arrangements for the engagement of all Security and other administrative personnel for providing security services in Institute premises and shall use all diligence in arranging for a sufficient and suitable supply of such personnel but all such arrangements in **India** shall be in accordance with the general local usage and subject to the Applicable Laws. The deployment of the ASO/security guards /supervisors should be as per the Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Maharashtra Private Security Agencies Rules, 2008.

**14. Educational Qualification & Age Limit/ Standard of Physical fitness for Private Security Guard:-**

- a. Matriculation from a recognized School / Board
- b. The Security Agency shall not employee/deploy any Security Guards Civilian below the Age of 18 years and above the age of 55 years. However, age limit for Assistant Security Officer, Security Supervisor & Security Guards (Ex-Serviceman/ Ex- Para Military, Ex- State Police) should not be below the age of 30 years and above the age of 60 years. Security Personnel so engaged shall be trained for providing watch & ward services before joining time.  
Person shall be eligible for being engaged or employed a private security guard if he fulfils the standards of physical fitness as specified below:-
- c. Height, 165cms (for female 150 cms), Weight according to standard table of Height and Weight, Chest minimum 81 cm to 84 cm (The guards required to have minimum 81 cm chest in an unexpanded state and with expansion it should be minimum 85 cm for all guards minimum expansion has to be 4 cm, failing which he will be ineligible for appointment). For females no minimum requirement for chest measurement.
- d. Eye sight: far sight vision 6/6, near vision 0.6/0.6 with or without correction, free from colour blindness, should be able to identify and distinguish colour display in security equipments and read and understand display in English alphabets and Arabic numerals.
- e. Free from knock knee and flat foot and should be able to run one Kilo Meter in six minutes.
- f. Hearing: free from any defect; able to hear and respond to the spoken voice and alarms generated by security equipments.
  - The candidate must have dexterity and strength to perform searches, handle objects and use force for restraining the individuals in case of need.
  - A candidate must be free from any contagious or infectious disease. He must not be suffering from any disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the public.

- Agency shall ensure that every Private security guard working for it undergoes a medical examination after every twelve months from his last such examination so as to ensure his continued maintenance of physical standard as prescribed for the entry level.
- Administrative Officer can give relaxation to any security personnel on the basis of his/her performance and experience in the above required qualification (Educational/Physical) and age limit.

**15. Award of Contract**

AIIMS Nagpur will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

- ii. Notwithstanding the above, AIIMS Nagpur reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- iii. The bidder whose bid is accepted will be notified of the award of contract by the AIIMS Nagpur prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

**16. Arbitration:-**

If any difference arises concerning this agreement, its interpretation on payment to be made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to The Executive Director, AIIMS Nagpur to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by The Executive Director, AIIMS Nagpur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

**17. Legal Jurisdiction:-**

The agreement shall be deemed to have been concluded in Nagpur, Maharashtra and all obligations here under shall be deemed located at Nagpur, Maharashtra and Court within Nagpur, Maharashtra will have Jurisdiction to the exclusion of other courts.

**18. Special terms & conditions: -**

1. The agency has to pay all statutory dues/charges in respect of the workers as engaged by him under the scope of this contract which shall be included in the consolidated wage and the Institute will not reimburse any such dues separately. The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its worker. Therefore, the agency has to adhere to all statutory liability and this aspect should be taken care while quoting the service charge.
2. The number and arrangement of deployment of the Security Guards is without prejudice to the right of Authority of AIIMS, Nagpur to deploy the personnel as specified under this tender in any other mode(s) or manner considered more suitable in the interest of the AIIMS, Nagpur. The decision of the AIIMS, Nagpur in this regard will be final.
3. The Manpower those who are posted to work in the different areas of AIIMS will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shift as per the Institute's requirements. No extra payment will be made on this account.
4. There shall be no master and servant relationship between AIIMS, Nagpur and the persons deployed through the Agency. The agency will be the sole employer of this Manpower. The persons so deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to ad-hoc, regular/ confirmed employees of this Institute during the currency or after

- expiry of the contract. It will not bestow any liability implicitly or explicitly upon AIIMS, Nagpur in connection with any loss or damage caused to the workers as engaged by the agency.
5. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute.
  6. The tendered will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.
  7. The Agency shall ensure fulfilment of qualifications, experience, age limit and other engagement conditions as mentioned in this tender document in respect of his workers to be engaged at AIIMS, Nagpur under the scope of this contract. The essential qualification/experience are indicative in nature. However, at the time of engagement these aspects shall be decided as per AIIMS, rule or AIIMS, Nagpur may ask the Agency to engage any other category of personnel having prescribed qualification & experience at latter date after award of contract. The Agency will get their antecedents, identity proof, character and conduct and medical health suitability verified from the competent agency as per the law and agency will be responsible for their conduct. The agency will pay the compensation, if any loss is caused by the workers as engaged by him while working at AIIMS, Nagpur the amount of the compensation as decided by the AIIMS, Nagpur will be final and agency will accept the same and AIIMS NAGPUR will extend no financial or any other benefit in this regard.
  8. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the Administrative Officer, AIIMS, Nagpur along with testimonials before they are actually deployed for the job. **The suitability of the manpower to be engaged under this contract is to be examined by the authorized official(s) of the AIIMS, Nagpur and agency will only engage those who are cleared by the authorized official(s) as mentioned above. Accordingly, the agency will provide sufficient number of workers to be screened for engagement.** The contractor has to provide required suitable manpower on short notice received from the authorized official of the AIIMS, failing which the same will be construed as violation of the terms and condition of the contract.
  9. The Agency shall not deploy or shall discontinue deploying the person(s), unless asked for by the Administrative Officer, at any time without assigning any reason whatsoever. In case the authorized official of AIIMS Nagpur intimate to disengage or replace any workers, the agency will comply the same immediately.
  10. The personnel shall work under directives and guidance of the concerned officials/Departments and will be answerable to them. This will, however, not diminish in any way, the Agency's responsibility under the contract to AIIMS, Nagpur. Attendance Register shall be maintained in respective Departments/Offices, copy of which shall be enclosed along with the monthly bill by the Agency. In case the AIIMS Nagpur Authority introduces Bio- metric attendance for these workers as engaged by the agency, the workers of the agency have to follow the same. The agency will make available the attendance registers as maintained by him for cross-examination by the AIIMS Nagpur authority.
  11. A senior level representative of the Agency shall visit AIIMS, Nagpur at least once-a- week/as and when required and comply the requirement. During the visit, Agency's representative will meet the Administrative Officer, AIIMS, Nagpur/officer dealing with the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food and other essential requirements in respect of each deployed personnel will be solely with the agency. The Agency will strictly ensure that any sensitive /

confidential nature of information related to the AIIMS, Nagpur is not divulged or disclosed to any person by the personnel deployed by it.

12. The Agency shall provide reasonably good Photo Identity Cards to its personnel deployed at AIIMS, Nagpur at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
13. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at AIIMS, Nagpur site at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, be it shoes, socks, caps, torch with cell, cane stick, bullets, etc. shall be borne/supplied by the Agency at its cost.
14. The Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIMS, Nagpur/ Mo H&FW / Govt. of India / any State or any Union Territory.
15. The day-to-day functioning of the services shall be carried out in consultation with concerned departments of AIIMS, Nagpur. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of competent authority of AIIMS, Nagpur.
16. The Executive Director, AIIMS, Nagpur has the right to depute a team for inspecting and verifying the documents and records maintained by the agency at any time. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.
17. In case of non-compliance/non-performance of the services according to the terms of the contract, the Competent Authority of AIIMS, Nagpur shall be at liberty to make suitable deductions from the bill without *prejudice* to its right under other provisions of the Contract.
18. The decision of the AIIMS, Nagpur in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
19. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.
20. The service-providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.

21. Shift timing:-

**For AIIMS, Nagpur (Medical College, Hospital Complex and Residential Complex Site):-**

Shift	Time
First	06.00 AM – 02.00 PM
Second	02.00 PM – 10.00 PM
Third	10.00 PM – 06.00 AM
General	09.00 AM - 05.00 PM

**\*General shift can be called any time during contingent emergency.**

There shall be eight hours shift duty in general (6.00 hrs. to 14.00 hrs, 14.00 hrs. to 22.00 hrs. and 22.00 hrs. to 6.00 hrs). But the timings of the shift are changeable only in case of emergency and have to be with the consent of Administrative Officer. 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 cases such as any emergency like disaster, any AIIMS's function, election of unions, agitation, epidemic etc. Duty hours of any security personnel may stretch more than 8 hours with the prior consent of Administrative Officer subject to the condition that extra duty hours of overtime should not be exceeded 4 hours a day and 60 hours in a month. The wages of over time

- allowance will be calculated taking into account Basic plus VDA + Services Charges + GST as applicable only.
22. The security personnel on duty have to report at least 15 minutes in advance from the time of commencement of the shift for collecting necessary document/instruction, and to complete all other requirement formalities as approved by the AIIMS. 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 Administrative 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 any interruption and they shall not leave their place of duty without prior permission of Administrative Officer.
  23. A local representative of Agency shall be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract. The security personal shall be equipped with latest communication systems/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of AIIMS, Nagpur, they shall work under directives and guidance of the Administrative Officer and will be answerable to the Administrative Officer. This will, however, not diminish in any way, the Agency's responsibility under contract to the AIIMS, Nagpur.
  24. The Agency shall deploy security guards trained in all facets of security work, including firefighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.
  25. The visitors shall be regulated as per the directions of the Administrative Officer, AIIMS, Nagpur and procedure and records thereof maintained as stipulated the Administrative Officer. Further, the visitors shall be attended with due courtesy.
  26. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Administrative Officer, AIIMS, Nagpur and maintain liaison with the police. The Administrative Officer, AIIMS, Nagpur, will lodge FIR wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
  27. The agency shall ensure that security staff appointed by them is fully loyal-to and assist the Administrative Officer, AIIMS, Nagpur during normal periods as well as during strike and other emergencies for the protection of personnel and property both movable and immovable to the entire satisfaction of the AIIMS, Nagpur.
  28. In case of any loss that might be caused to the AIIMS, Nagpur due to lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, Administrative Officer, AIIMS, Nagpur shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to AIIMS, Nagpur besides imposition of penalty. In case of frequent lapses on the part of the security personnel deployed by the contractor, Administrative Officer, AIIMS, Nagpur shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
  29. In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
  30. As and when Administrative Officer, AIIMS, Nagpur requires additional security strength on temporary or emergent basis, the Agency will depute such security personnel under the same terms and conditions. For the same, a notice of 24 hours will be given by the Administrative Officer, AIIMS, Nagpur. Similarly, if the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the Administrative Officer, AIIMS, Nagpur shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
  31. The Agency shall arrange to maintain at the security desk/booth, the daily shift -wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency

shall submit to the Administrative Officer, AIIMS, Nagpur an attested photocopy of the attendance record and enclose the same with the monthly bill.

32. AIIMS, Nagpur shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable.
33. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages revised by the Central Government.
34. The Income tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
35. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
36. An agreement shall be signed with the successful bidder as per specimen enclosed.
37. The Security Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or office concerned in respect of the persons deployed and submit the same to be prescribed authority in the first week of the succeeding month. The service provider shall deposit the monthly remuneration in the respective bank account of the Security Staff and shall furnish a consolidated statement of such deposit along with his claim of reimbursement. As far possible, the payment will be released by the third week of the succeeding month.
38. Bonus will be given to the employees by annually at once on the occasion of national festival.

**39. Installation of Biometrics Finger print Attendance System:**

Security Agency in consultation with the Administrative Officer shall install minimum 4 numbers of Biometric Attendance System own their cost in different areas **within one month** from the date of Agreement of the contract for their security personnel deployed under their respective areas at AIIMS, in case delay is occurred in installing the Biometric system, a penalty of Rs. **1,000/- per system per day shall be imposed on the Security Agency from their pending bills.** Security Agency shall also maintain the Biometric System for proper functioning of system through technical person. In case, Biometric System is found breakdown, a penalty of **Rs. 500/- per system per day shall also be imposed on Security Agency from their pending bills.** The Security Agency will additionally maintain a register in which day to day deployment of personnel will be recorded. The daily attendance shall be printed through the Biometric Attendance System and shall be countersigned by the Administrative Officer while raising the bill. The deployment particulars of the personnel engaged during each month, shift wise, should be certified by the Administrative Officer. The Security Agency has to give an undertaking (mutually agreed format), duly countersigned by the Administrative Officer regarding payment of wages as per rules and laws in force, before receiving the 2<sup>nd</sup> payment and onwards. However, in case non-functional of Biometric System of particular area due to any technical fault, then recorded data from Attendance Register of security personnel will be taken into account for processing of bills in all respect for making the payment.

40. All liabilities arising out of accident or death of security personnel employed by the Security Agency while on duty shall be borne by the Security Agency as per provisions of the labour laws.
41. The Security Agency shall be responsible for the safety and security of all property and equipments of all AIIMS including that of the staff, residents and visitors.
42. The security staff of Security Agency shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Security Agency at AIIMS, Nagpur.

43. The personnel engaged have to be polite, courteous, discipline and firm in dealing with staff and public. In case of failure to maintain such standards, the AIIMS has a right to remove the personnel and take punitive action against the Security Agency in such incident by way of imposition of penalty of Rs. 500/- on each incident and same shall be deducted from the Security Agencies bills. The Security Agency shall have to arrange a suitable replacement in all such cases immediately.
44. In the event of any damage, criminal activity or negligence or theft or loss to public or private property the Security Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on him by a committee consisted by The Executive Director, AIIMS (after necessary police information) and enquiry.
45. The Security Agency shall ensure the confidentiality of the business process of AIIMS including Financial, Administrative and any professional patient care or other such matters. These shall not be divulged/leaked/made public to any party. In such instance punitive damages as desired by the AIIMS authorities appointed by The Executive Director shall be levied. This clause does not imply to matters already in public domain.
46. The Security Agency before deployment should get approval from Administrative Officer after providing:-
- Educational certificate
  - Two passport photographs
  - Residency proof
  - Discharge certificate in case of Ex-servicemen/Ex- Para Military/ Ex-State Police
  - Police verification (as per Govt. rule)
  - Health certificate

These should be submitted at least seven days prior to deployment. At the time of deployment of security personnel, Security Agency will return the original document/certificates of the security personnel after verifying of the said document/certificate. In case, any complaint is reported by any security personnel in the Institute in this regard, a fine of Rs. 10,000/- would be imposed against Security Agency in each cases their pending bills.

47. The Security Agency shall have his own Establishment/Setup/Mechanism, at his own to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
48. If the Security Agency is a partnership firm of two or more person, all such person shall be jointly and severally liable to the AIIMS for the fulfillment of the terms of the contract. Such persons shall either sign together or designed one of them to act as authorizes signatory. The joint partnership shall not be altered without the approval of the AIIMS authorities. Necessary punitive measures as deemed fit by AIIMS authorities shall be initiated in such circumstance.
49. During the course of contract, if any security personnel belonging to security Agencies are found to be including in any corrupt practice legal or criminal , coursing any loss of revenue, damage to the property or reputation of AIIMS, the later shall have right to terminate the contract forth with and it would ensure forfeiting of Performance Security of Security Agency
50. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Labour Authorities and proof thereof is furnished to the satisfaction of the labour Authorities, the AIIMS may, failing payment of the said money by the Security Agency, make payment of such claim on behalf of the Security Agency to the said Labour Authorities and the sums so paid shall be recoverable by the AIIMS from the Security Agency by deduction from money due to the Security Agency or from the Performance Security.
51. If any money shall, as the result of any instruction from the labour Authorities or claim or application made under any of the Labour laws, or Regulation, be directed to be paid by the AIIMS, such money

shall be deemed to be payable by the Security Agency to the AIIMS within seven Days. The AIIMS Shall be entitled to recover the amount from the Security Agency by deduction from money due to the Security Agency or from their Performance Security.

52. The deployment of Security personnel shall be subject to Security Agency submitting the police verification of the said deployed security personnel within a period of 45 days of commencement of this contract. Thereafter no deployment shall be made for Security personnel whose police verification has not been done/ submitted by the Security Agency.
53. Security personnel engaged by the security Agency shall not take part in any labour union and association activities.
54. The Security Agency and their security staff shall not be permitted to involve themselves in any type of strike, rally, bandh or dharna held during the contract period and in the event of any such involvement of the Security Agency and their security staff in such activities action will be taken against the Security Agency like removal of the Security Agency from the list of the Security Agencies/such security staff will not be taken further on duty/contract will be terminated and consequential forfeiture of Bid Security/Performance Security already deposited against the contract.
55. The Security Agency shall bear all the expenses ensured on the following items i.e. provision of torches and cells, la this and other implements/logistics to the security staff, stationary for writing duty charts and register at security check points and records keeping as per requirements.
56. The Security Agency will provide walkie-Talkie to each Assistant Security Officers, Security Supervisors & Fire Supervisors and at least to 20 % of Security Guards posted at sensitive points to ensure effective and timely communication between them.
57. The AIIMS shall not be responsible for providing residential accommodation to any of the employees of the Security Agency.
58. If as a result of post payment audit any overpayment is detected in respect of any work done by the Security Agency or alleged to have done by the Security Agency under tender/contract, it shall be recovered by the AIIMS from the Security Agency.
59. The Security Agency shall maintain the following Records:
  - Daily attendance register
  - Guard checking Register
  - Daily Order Register
  - Occurrence Register
  - Documents related and covered by Labour Authority which must be displayed and authenticated by local Labour Officer
  - Beat- Book for respective Security Guard.

**60. Zonal or Regional Head Quarters (Office) or Brach Office:** The agencies **must have** Zonal or Regional Head Quarters or Branch Office in Nagpur, Maharashtra and it must be **Registration as per the shop and Establishment Act under Maharashtra Shops and Establishment Act-1948.**

**61. Zonal or Regional Head Quarters (Office) or Brach Office with dedicated HR Officer:**

The agencies **should have** Zonal or Regional Head Quarters or Branch Office in Nagpur, Maharashtra along with the dedicated regular HR Officer in the Pay roll and muster roll.

**62. Well-Structure Training Centre:** The Security agencies should have organized training arrangements for security personnel with clear recruitment policies. The Security Agency shall have a regular system of training the Guards before mounting them on duty. The Security Agency shall have proper training facility and profession As per the PRIVATE SECURITY AGENCIES (REGULATION) ACT, 2005. All the Private security guards and supervisors of the agency must have to successfully undergo the proper training in the training centre. On completion of the training each successful trainee should be awarded a certificate in Form No. IV by the training institute or organization. If desired a committee from AIIMS, Nagpur may visit

the training Academy during the process of short listing agencies to ascertain the facilities training being imparted and it must be **Registration as per the shop and Establishment Act under Maharashtra Shops and Establishment Act-1948.**

63. **Skill development vocational training:-**The agency should carried out at least some security personnel's skill development training in the Maharashtra through the NSD (National Skill Development) training centre during the year of 2023-2024.

64. **Control Room:** the agency should be capable of providing a centralized 24 hours manned control room backed up with transport fleet and quick reaction Team and it must be **Registration as per the shop and Establishment Act under Maharashtra Shops and Establishment Act-1948.**

65. **Ultra High Frequency Walkie-Talkies License:** The Agencies should have necessary valid operating license for Ultra High Frequency **walkie-talkie** in Nagpur. The valid operating license of Ultra High Frequency **walkie-talkie** must be of 20 in Nos. of Wireless communication sets for operating in the AIIMS, Nagpur premises only. (Portable two-way radio transceiver).

66. **Fire Fighting Training:** The agencies should have ability to provide well trained security Guard/Security supervising staff having the good practical as well as theoretical knowledge to identify, handle and operates the fire fighting extinguishers and control the fire. In this purpose the agency must have the fire fighting extinguisher along with proper dedicated training officer in their training centre in Maharashtra. If desired a committee from AIIMS, Nagpur may visit the agency's **Fire Fighting Training** academy during the process of short listing agencies to ascertain the facilities & training being imparted. and it must be **Registration as per the shop and Establishment Act under Maharashtra Shops and Establishment Act-1948.**

67. **Ability to provide Four wheeler vehicle (security van) for night checking of night security guards in AIIMS premises :** The Agency should be able to provide round the clock (**24x7**), security van equipped with Loud speaker and personnel with requisite training and license of physical security, security of the assets, security of the building or apartment, personnel security , household security, fire fighting, crowd control, Identification of improvised explosive devices, First-Aid, Crisis response and disaster management, defensive driving ( compulsory for the driver of Vehicle and optional for others), rudimentary knowledge of Indian Penal Code special on right of private defence, procedure for lodging first information report in the Police Station, Arms Act (only operative sections) and Explosive Act (operative sections), badges of rank in police and military forces, Identification of different types of arms in use by public and Police, use of security equipments and devices (for example; security, alarms and screening equipments); and leadership and management (for Supervisors only), examining identification papers including identity cards, passports and smart cards.

68. **Ability to provide all modern electronics security Gadgets:-**The agencies should have ability to provide all the modern security **gadgets** as per requirement of the AIIMS, Nagpur for improvement of the Security system (As per Para 24 of Other Terms and Conditions of this tender document).

69. **Ability to provide One hundred additional security:** The agency must have the ability to provide additional One hundred security guard at short notice period i.e. within 24 hours in emergency call.

70. **Ability to provide One additional four wheeler vehicle:** The agency should have the ability to provide additional One in number of security four wheeler vehicle with driver & fuel within a short notice period i.e.15 minutes in emergency call.

71. **Ability to provide three additional ASO/Security Supervisor/Official staff of the company: -** The agency should have the ability to provide additional three in number of competent official

/managerial staff (they should be well experienced about security & safety, control and manage of labour/student/ unrest in the campus) at short notice period i.e. within 15 minutes emergency call.

**72. Ability to pay three months monthly payment and all statutory dues of security personnel's deployed in the AIIMS Premises:** -The agency must have the potential financial ability to pay for a minimum period of at least three months monthly minimum wage and all other necessary statutory dues to his deployed man power in the AIIMS premises in the event of not release of payment from the AIIMS, Nagpur due to any reason. The selected agency must be able to pay the payment of minimum wages, allowances, free issues and all other statutory dues in first week of consecutive month without waiting for the release of payment from the institute.

**73. Ability to depute company's dedicated training officer in the AIIMS, Premises:** The selected agency should be depute/detail the company's dedicated training officer in the AIIMS, premises for training of the security staff @ free of cost and the conducted training report should submit to the AIIMS, Nagpur authority from time to time. The training report should contains the date, time, location of the AIIMS, Nagpur premises, name of the security staff, subject matter of the training and the name of the training officer of the company.

**74. Ability to set up security office in AIIMS, premises @ free cost:-**The selected agency **has to** set up his own security office in the AIIMS premises. The agency has to provide all the UAN and other labour welfare, labour social security & labour complies information to the deployed security force and Administrative Officer of the institute from time to time in the way of printout, For the above mentioned purpose the AIIMS, Nagpur will not provide a single amount of rupees to the agency, however the institute (AIIMS, Nagpur) will provide a unfurnished office room with electricity & water within the institute @free of cost. The security office requires being operational @ 24x07x365 days basis. All the necessary requisition, instructions, information and message of the AIIMS, Nagpur authorities, patients, students & communities should receive positively without any delay and react as per the requirement and instruction.

**75. Theft/Loss of any public and private property at AIIMS: -**

- a) In case of any theft or loss of any public and private property under the area managed by the security agency at AIIMS, it shall be responsible. It is the duty of the agency to safe- guard the properties, including management, staff, plants and residential areas of the institute at different locations of the AIIMS, including open areas.
- b) The security agency will Indemnify AIIMS for theft, loss and pilferage of public or private property in the areas entrusted to its control and shall be responsible for all such losses and shall compensate AIIMS in respect thereof within one month of the demand made by AIIMS in this respect where found negligent and provident prescribed and suggested security norms are adopted and followed. Enquiry Committee will be constituted by the DD(A)/ The Executive Director of (AIIMS), which will enquire the matter of theft, loss and pilferage of the property. The report of the enquiry Committee will be final and binding on the Security Agency. After getting the enquiry report duly approved by the Competent Authority of the AIIMS, the amount recoverable will be asked to the Security Agency to deposit within one month of demand otherwise the same will be recovered from the payment due to the Security agency/ Performance Security.
- c) In case of any theft or loss of any public and private property under the area managed by the security agency at AIIMS, it shall be responsible. It is the duty of the agency to safe- guard the properties, including management, staff, plants and residential areas of the institute at different locations of the AIIMS, including open areas.

- d) The security agency will Indemnify AIIMS for theft, loss and pilferage of public or private property in the areas entrusted to its control and shall be responsible for all such losses and shall compensate AIIMS in respect thereof within one month of the demand made by AIIMS in this respect where found negligent and provident prescribed and suggested security norms are adopted and followed. Enquiry Committee will be constituted by the DD(A)/ The Executive Director of (AIIMS), which will enquire the matter of theft, loss and pilferage of the property. The report of the enquiry Committee will be final and binding on the Security Agency. After getting the enquiry report duly approved by the Competent Authority of the AIIMS, the amount recoverable will be asked to the Security Agency to deposit within one month of demand otherwise the same will be recovered from the payment due to the Security agency/ Performance Security.

**76. Penalty Clause/Liquidated/Punitive Damages**

- a) Agency should disburse the wages to their personnel by 7<sup>th</sup> of each month. In case payment to the personnel is not released by 07<sup>th</sup> then penalty of Rs.10, 000/- per day will be imposed on the agency.
- b) In case Security Agency fails to provide the required number of security personnel as per requirement a penalty of Rs. 500/- per head on particular day shall be imposed on the Security Agency, which will be deducted from the Security Agency's bills.
- c) In case, Security Agency personnel deployed under the contract fails to report in time or absent from his post of duty and Security Agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of Rs. 500/- per head per duty shall be imposed on the Security Agency and it will be deducted from the Security Agency's bills.
- d) In case any public complaint is received attributable to misconduct/ misbehaviour of Security Agency's personnel a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from Security Agency's bill. This does not indemnify the Security Agency /personnel against any criminal charges. Further, the concerned Security Agency's personnel shall be removed from the AIIMS duty immediately.

**77. Scope of Work of the Security Agency**

- a) The security Agency shall provide 24x7 watch and ward service in areas contained at AIIMS campuses. Invariably, the security personnel are the first point of interface with the patients and their attendants. Therefore, 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 behaviour by security personnel.
- b) The security agency shall ensure protection to both public and private property, personnel, inhabitant of the institute, prevent trespass in the assigned area/s 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).

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

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

**1. General Instruction**

- 1.1. The Contractor 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 Maharashtra Rajya Niji Suraksha Abhikaran (Viniyaman) Niyam-2008, under section 9 of the Maharashtra Rajya Niji Suraksha Abhikaran (Viniyaman) Niyaman-2008. The Contractor must follow all the rules and regulation

for deployment of all the security Guards in AIIMS, premises. The eligibility of all the security Guards, Supervisors, must be as per the PRIVATE SECURITY AGENCIES (REGULATION) ACT, 2005 and as per the Maharashtra Rajya Niji Suraksha Abhikaran (Viniyaman)Niyaman-2008.

1.2.The Agency shall provide Security services by deploying adequately trained and well-disciplined security personnel as per details mentioned below:

SL No.	Particulars	AIIMS, NAGPUR
1.	<b>Assistant Security Officer(Preferably Ex- Para military, Ex- state Police, Ex-Serviceman)</b>	02
2.	<b>Head Supervisor/Security Supervisor/Fire supervisor/CCTV Supervisor ( Preferably Ex- Para Military, Ex-state Police, Ex serviceman)M/F</b>	15
3.	<b>Security Guards without arm (Preferably Ex- Para military, Ex- state Police, Ex-Serviceman) M/F</b>	300
<b>Total</b>		<b>317</b>

They shall safeguard the AIIMS, Nagpur site, buildings, movable and immovable assets, equipments 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.

- 1.3. The officers and staff of AIIMS will keep the Identity Cards with them and same are to be checked by the security personnel.
- 1.4.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.
- 1.5.The Agency shall 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.
- 1.6.The Agency shall maintain records of inward and outward movement of men (AIIMS, Nagpur Employees, Sub Contractor 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 Administrative Officer located at AIIMS, Nagpur site.
- 1.7.The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
- 1.8.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 month.
- 1.9.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.
- 1.10. The Assistant Security Officer, Head Supervisor, Security Supervisor, Fire Supervisor of particular assigned areas/buildings under their charges shall be responsible for the overall security arrangements. Respective Assistant Security Officer shall have a weekly interaction with the Competent Officers. Or their designated representative to provide and obtain feedback on the quality of service rendered.
- 1.11. All Assistant Security Officers, Head Supervisor, Security Supervisors, Fire Supervisor will ensure that the instruction of the AIIMS Management (conveyed though Administrative Officer) are strictly adhere to without any lapse.
- 1.12. The Hospital areas visited by patients, their attendants, faculty and staff of AIIMS. No unauthorized persons like medical representatives/sales agents/touts etc. are to be allowed to enter the building(s). Access ward is to be allowed only on the basis of passes issued by AIIMS.
- 1.13. No equipment/engineering materials/consumable 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. The specimen signature and telephone numbers of the above stated officer will be available with the security personnel.

- 1.14. Deployment of Assistant Security Officers, Head Supervisor, Security Supervisors, Fire Supervisor Security Guards and Security Guards Civilian will be with the concurrence of Administrative Officer of the AIIMS and the same will be monitored personally by the Administrative Officer from time to time and will be responsible for its optimum utilization.
- 1.15. The Assistant Security Officers, Head Supervisor, Security supervisors, Fire supervisor Security Guards and Security Guards Civilian will also take round of all the important and sensitive points of the premises as specified by the Institution through Administrative Officer.
- 1.16. 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.
- 1.17. The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
- 1.18. In emergency situation Head Supervisor, Security Supervisors, Fire Supervisor and Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the AIIMS. Security guards/Supervisors should be sensitized for their role in such situation.
- 1.19. The Assistant Security Officer, Head Supervisor, Security Supervisors, Fire Supervisor 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.
- 1.20. The Assistant Security Officers, Head Supervisor, security supervisors, Fire Supervisor & security guards are required to display courteous behaviour, especially towards women employee and visitors.
- 1.21. The Security Guards on Duty shall not leave the premises until his reliever reports for duty.
- 1.22. Any other provisions as advised by the AIIMS authorities may be incorporated in the contract/agreement. The same shall also be binding on the Security Agency.
- 1.23. The Security Agency through men/infrastructure deployment will ensure proper security entry and exist points various areas of AIIMS campus.
- 1.24. The Contractor shall ensure that all security personnel are fully conversant with the premises and with the activities of the Institute and its related security requirements. Hence the security contractor must ensure the code of conduct and other activities which enumerated as per the Terms and Conditions.

## **2. Code of conduct**

The Contractor 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 while on duty.
- l) Will immediately report if any untoward incident/misconduct or misbehaviour occurs.
- m) When in doubt, approach concerned person immediately.
- n) Will take periodic rounds around the premises.
- o) Security personnel will not leaves 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.

### **3. Confidentiality**

- a) The phone number and movement plans 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

### **4. Duties & responsibility of Fire Supervisors (ESM)**

- a) Readiness to respond to the fire in the concerned area.
- b) To train the security personnel in concerned areas to fight against fire.
- c) To maintain inventory of fire fighting material.
- d) To check the fire fighting system daily and report to concerned officer in case any equipment/fire extinguisher is non-functional.
- e) In case of fire, first responder and to inform all concerned.

### **5. Duties & responsibility of Assistant Security Officer**

- a) To supervise the work of Security & Fire Supervisor and Security Guards.
- b) To check the security posts and deployment of security guards at various security points as per duty roster.
- c) To implement and manage comprehensive location-wide safety and security education/training and awareness programs for security personnel and prepare incident written reports on all significant incident happening at the Institute.
- d) To assist the Administrative Officer in collection of information regarding security/law and order problems.
- e) To report matter to the police as per direction of Administrative Officer.
- f) To carry out patrolling and checking duties during day and night.
- g) To investigate minor case of theft etc. as assigned by Administrative Officer.
- h) To perform any other duties that may be assigned to him from time to time by Administrative Officer.

- i) To implement and maintain security process across the Institute to reduce risks, respond to incidents and limit exposure to liability in order to reduce financial loss to the institution.
- j) To supervise all security personnel and educating them of the various procedures and systems approved by the Management/Institute.
- k) Update and sign all the Daily Security Reports and same should be furnished to Administrative Officer.
- l) Assist and assign security personnel in medical emergencies.
- m) To advise/suggest better ideas to Administrative Officer proactively on all security related issues for running zero tolerance services.
- n) Ensure the safety and security of all assets and goods of the Institute.

**5.1. Main Entry Gates:-**

- a) There are five 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.

**5.2. 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 Administrative 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 parking contractor.
- 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 person are to be shifted to night shelter.

**5.3. Emergency/Casualty Areas Services:-**

- a) The emergency Department/casualty is where people under life threatening condition are brought in. The atmosphere in this area is usually charged and volatile. At all-time large number of relatives, accompany the patient/s. Therefore, the security services here have 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, there are needs of controlling entry, scanning of baggage

and for weapons is necessary in these areas. Similar security is also required at the gates no. 02 of Trauma Block and screening areas. In addition, security personnel are required to be present inside these areas where doctor/nurses function so as to avoid any unpleasant incident.

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

**5.4. Registration Counter For OPD:-**

Security guards shall-

- a) Distribute tokens for patients registration.
- b) Ensure formation of queues of people waiting for registration.
- c) Ensure that people go to the registration counters only when there is no intimidation of 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 required more than one attendant.

**5.5. 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 do physical checks.
- d) Entry shall be permitted as directed by Administrative 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.

**5.6. 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. Security personnel are required not only to man all the main entries into the hospital but also entrance to individual wards:-
- e) 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.
- f) 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.

**5.7. 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/equipments being taken out shall be followed.
- b) Security should also restrict the entry of representatives from pharmaceutical/sales personnel who often crowd the corridors causing inconvenience to the working staff.
- c) Corridors and fire staircase should be kept clear and open.

**5.8. 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.
- g) Surveillance of commercial areas like Café, juice shop, Tailor shop, general items shop, computer and photocopy shop, tea vending shop, barbershop etc.

**5.9. 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 unauthorised vehicles and two wheelers in consultation with the parking contractor.
- e) Reporting dysfunctional streetlight, & other fixture etc.
- f) Supervising and checking unauthorised residents of servant quarters.
- g) Preventing Gambling and drug peddling 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.

**5.10. Material Movements**

- a).Incoming Material- Check the documents carefully and receive the items with the due Entry and forward the concerned persons.
- b).Outgoing Material- Before sending the material, have proper check as per Challans. 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.
- 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

#### **5.11. Telephone Handling**

- a).Security is instructed very strictly not to misuse the telephones facility.  
b).All calls should be handled courteously.  
c).He will take message correctly and convey to the concerned person immediately.

#### **5.12. 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 contractors.  
d) The patrolling team must be patrol throughout the campus every after thirty minutes throughout the day and night i.e.24X7.The patrolling team and the supervisor must ensure that no anti-social-elements,anti-social-persons,anti-social-activities,un-athorised persons, visitors, vehicles, constructions, demolition, 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 /untoward, a written report must be given to the concerned authority after the necessary action taken.

**5.13. 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 be wear proper uniform, Helmet, equipped with baton, torch, rope, Axe, fire extinguisher, bucket, raincoat, 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 A.S.O and S.O.

#### **5.14. 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.

#### **5.15. Clean Desk Policy**

- a) 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.

#### **5.16.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.

#### **5.17. 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 Contractor 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.

#### **79. GENERAL**

- a) **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.
- b) **Provision of patrolling Vehicle:-** The security Agency shall provide enough number of patrolling vehicles consisting of Hard Top four wheeler, motorcycles at its own cost to carryout checking at distant areas and other vital points. The Security Agency shall also provide one four-wheeler vehicle to quick reaction Team/Patrolling. Security Agency shall provide one (1no.) Hard Top four-wheeler like model (TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.) & one two-wheeler like model (HERO SPLENDOUR, BAJAJ PULSAR etc.). In case the Security Agency does not provide four wheeler then an amount of Rs. 2000/-per day per vehicle and Rs.500/-per vehicle in case of two wheeler, will be imposed on the Security Agency from their pending bills and subsequent vehicle will be arranged by the AIIMS at the risk and cost of the Security Agency.
- c) The Security Agency shall get car token printed at its own cost and arrange the issue of token at the gates, otherwise a sum of Rs.300/-per day shall be levied on the Security Agency for not issuing of token card from their pending bills.
- d) The security Agency will ensure that its security personal will perform only one eight-hour shift in one day.
- e) An undertaking shall be taken by the Security Agency from their security personal that they will not seek employment with any other organisation during their deployment at AIIMS.
- f) On duty ground, Security personal of Security Agency will also ensure that their is no stray animal menace/nuisance with in campus areas.
- g) **Co-ordination Meetings:** - Administrative 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. It shall be ensured that there is no tossing of responsibility between the two Agencies.
- h) **Liaison with Police:** - The Security Agencies will regularly liaise with the SHO Local Police Thana nearby AIIMS, Nagpur.

**80. TOOLS AND EQUIPMENTS:** - The contractor has to provide the under mentioned security equipments & tools to his deployment security staff in the AIIMS, NAGPUR **within 30 days** from the

award of the contract at his own cost for proper management of security in the AIIMS, NAGPUR Premises .

Sr. No.	NAME OF THE EQUIPMENTS	MINIMUM NUMBERS
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 SPLENDOR, BAJAJ PULSAR etc.) with fuel.( VEHICLE SHOULD NOT BE OLDER THAN 1 YEAR 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 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
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 Guard)Backup	04 in nos.
20	Loud speaker	02 in nos.
21	Vehicle Token	As and when required.
22	Stationary Items	As and when required.

**Note:-** i).The above mentioned all the security equipments and security vehicle along with driver & fuel (Diesel/petrol) are essential for the campus security & safety. In view of adequate security & safety of the All India Institute Of Medical Science, Nagpur, the selected security agency **has to** provide the above mentioned all the security equipments & its accessories from Sl.nos.01 to Sl. nos. 22 within (1) one month from the agreement of the contract.

- ii. The institute will not give a single amount of money for the above mentioned security equipments and accessories.
- iii. For providing the above mentioned security equipments and accessories sl. no. from 01 to sl.no.22, the security agency must includes the equipments charges in his service charge only.
- iv. **The equipments charges must be included in the bidder's service charge only. The agency's additional charges for the above mentioned equipments are not acceptable at all. If any agency quoted it or asking/claiming for extra/additional charge the institute has rights to reject the bidders bid.**
- v. **For the above mentioned purpose the bidders conditional bid also not acceptable at all and in this case the bidders bid will reject.**
- vi. The decision of the institute evaluation committee is final and binding.

**80 (a)-PENALTY: A: - PENALTY FOR NOT PROVIDING OF SECURITY EQUIPMENTS/ DELAY IN FOR PROVIDING OF SECURITY EQUIPMENTS**

SL NO.	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 SI Nos. 01 to SI No.22 with above mentioned quantities within 30 days from the agreement of the contract. From 30 <sup>th</sup> 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 equipments</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 available of Driver/Absent of Vehicle from Campus	Penalty of Rs. 2000/- will be deduct for each reason per day from the contractors monthly bill.
05	Radio Walky Talky (MOTOROLA) Missing/ Deficiency/Defective/Not working	Penalty of Rs. 300/- will be deducted for each Radio Walky Talky (MOTOROLA), 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	Penalty of Rs. 200/- will be deduct for

	Missing/ Deficiency/Defective/Not working	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 Missing/ Deficiency/Defective/Not working/not available/broken	Penalty of Rs. 200/- will be deduct for Baton per person per day from the contractors monthly bill.
18	Ceremonial dress (50 in nos.) Missing/ Deficiency/Defective/Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 100/- will be deduct for Ceremonial dress , per person per day from the contractors monthly bill.
19	Woolen Jarsi (sweater) Missing/ Deficiency/Defective/Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 100/- will be deduct for Woolen Jarsi(Sweater) , per person per shift from the contractors monthly bill.
20	Cap (01 cap once in a year) Missing/ Deficiency/Defective/Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 50/- will be deduct for Cap, per person per shift from the contractors monthly bill.
21	Vehicle Token	Penalty of Rs.300/- will be deduct for Vehicle Token, per person per day from the Contractors Monthly Bill.
22	Stationary Items	Penalty of Rs.500/- will be deduct for Stationary Items in each occasion of the contractors monthly bill.

**80 (b). PENALTY:B-PENALITY 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 Administrative Officer. The agency also immediate deploys his manpower in the AIIMS premises,(Hospital, Administrative Block, residential zone) as per the Administrative Officer's instruction. . If the agency will not provide the above mentioned manpower in each shift, then necessary amount of money will deduct as a penalty from the agency's monthly bill service charge. The detail description of the manpower shortage and penalty are as follows:-

Sl. No	Description of security personnel's suppose to be deploy 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.)

Sl No.	Complies with the act- As per the payment of wage act	Normal Wage Distribution week	Penalty Event/Occasion	Consideration case/event
01	Contractors obligation time to	In each month	In each month	In the event of

	pay the monthly minimum wages to his security personnel's deployed in the AIIMS, Nagpur	from the date 1st to 7th	from the date 1st to 7th . No Penalty	Bank strike/ Bank Holiday/ technical problem of Bank, it will take consideration.
02	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 8th to the end of the month.	Rs. 10,000/-per day will 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.
03	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 the minimum wages to his 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.	

**81. PENALTY REGISTERS:**

For imposing of penalty to the contractor/agency by the institute for the above mentioned occasion/incident/not working, not functioning/failed to operate/failed to provide, delay of payment to the security guards, the same thing will be mention in the penalty register with date, time, location and witness of other staff / security personnel's of the institute and the agency has to bear the penalty and he cannot challenge for this penalty.

**82. ATTENDANCE OF SECURITY GUARD:**

The Agency shall have a proper monitoring system for checking the strength of guards on duty, day & night for every shift. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily report to be submitted to the Administrative Officer of the AIIMS, Nagpur. Biometric finger print attendance system should be installed by the contractor for daily attendance in three shifts and details should be inform to the Administrative Officer of the AIIMS, Nagpur.

**Deputy Director (Admin)**  
For and on behalf of Executive Director, AIIMS, Nagpur

**PARTICULARS FOR PERFORMANCE GUARANTEE BOND**

**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)**  
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/ NATIONALIZED BANK(WHETHER SITUATED AT NAGPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT NAGPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,  
**The Executive Director**  
**All India Institute of Medical Sciences (AIIMS),**  
**Plot No. 2, Sector-20, MIHAN, Nagpur-441108**

**LETTER OF GUARANTEE**

WHERE AS All India Institute of Medical Sciences (AIIMS) Nagpur (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of.....AND WHERE AS the said tender document requires the service provider whose tender is accepted for the providing of security services. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of **“The Director, AIIMS Nagpur”** in the form of Bank Guarantee for Rs.....[5% (five percent)of the contract value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Guarantee Bond is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANK HERE BY GUARANTEES that in the event of the said firm failing to abide by any of the conditions referred to tender document/work order/performance of the services. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Nagpur on demand and without protest or demur.....

(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Nagpur(Buyer) as to whether the said firm has committed a breach of any of the conditions referred in tender document/ work order shall be final and binding.

We ,..... (name of the Bank& branch) here by further agree that the Guarantee

herein contained shall not be affected by any change in the constitution of the firm and/or All India Institute of Medical Sciences (AIIMS) Nagpur(Buyer).

Not with standing anything contained herein:

a. Our liability under this Bank Guarantee shall not exceed ..... (Rupees ..... only).

b. This Bank Guarantee shall be valid up to..... (Date) and

c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Nagpur serves upon us a written claim or demand on or before..... (Date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at .....situated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor  
Name of the Bank:.....

Complete Postal Address: .....

**Form-A****PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER  
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No.	
	i) NEFT/IFSC Code	
	g) RTGS Code h)Type of Account	
	j) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

**Form - B**

**Declaration by the Bidder:**

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Nagpur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation/institute etc.
4. The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.

Place:- .....

Date:- .....

(Signature of Bidder with seal)

Name :

Seal :

Address :

## **TECHNICAL BID**

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document to qualify technically: -

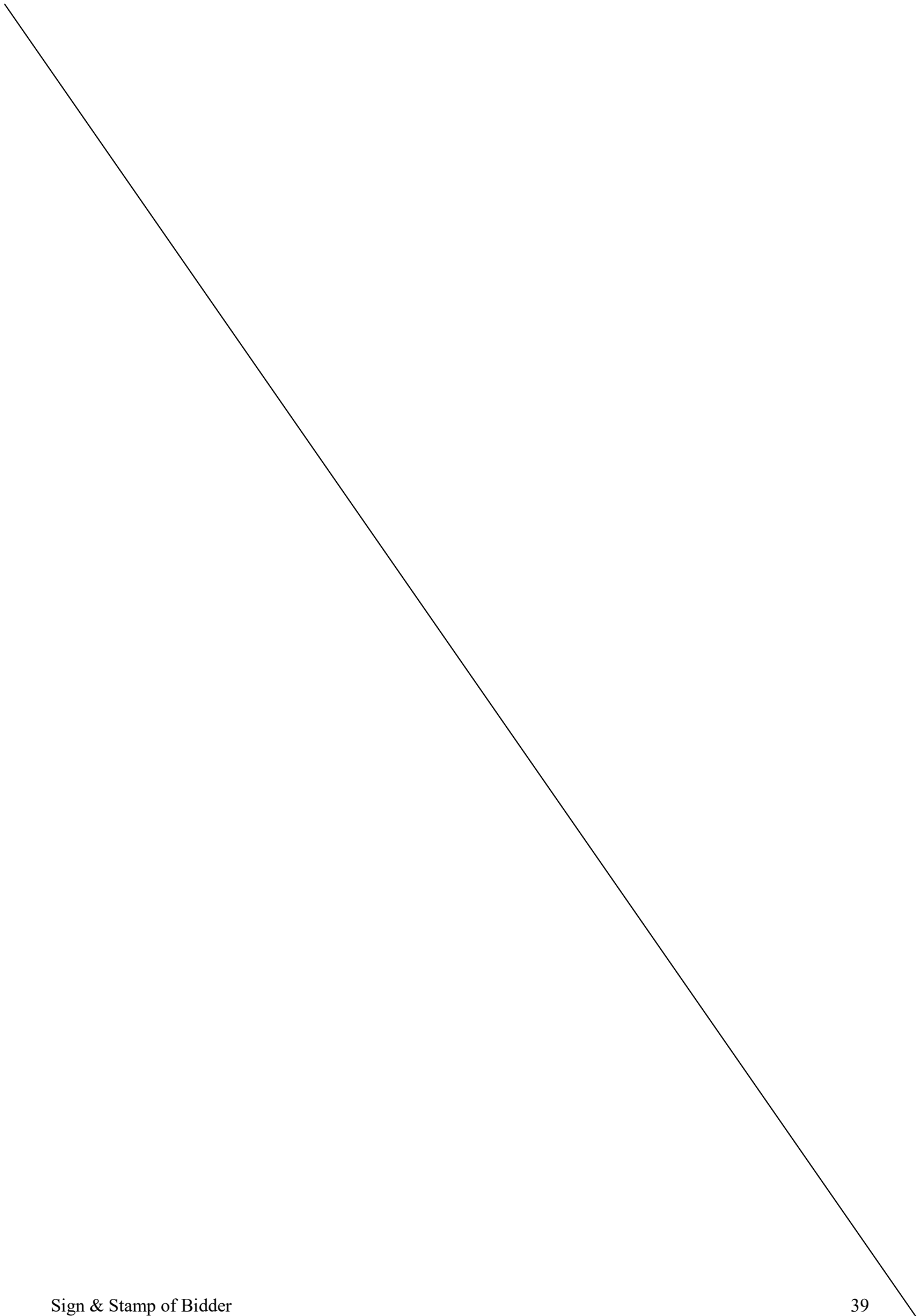
1. Scanned Copy of EMD Cost **must be** uploaded or valid certificate of exemption, if EMD exempted.
2. Name & Address of the Tendered Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).
3. State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization (On Letter Head).
4. Power of Attorney Authorization for signing the Bid documents in case of Partnership firm or a company or a Government Department or a Public Sector Organization & different person other than proprietor.
5. Experience of minimum **₹ 15.00 Crore** of providing Security Services. Particulars of experience (Attach copy of contracts / work order ).This shall cover the details of service of similar nature, approximate magnitude and duration carried out and/or on hand for **last 3 financial Years (i.e. 2020-21, 2021-22 & 2022-23)** along with a certificate from the organization where the job was carried out.
6. Is the agency registered with the Government; please give details with document/evidence.
7. Labour license from Govt. of India for providing security services. Please provide details and attach a copy.
8. Do you have License of RLC of Nagpur, if yes please provide the copy of License. If not, then undertaking (on letter head) for providing the same within 30 days from the date of award of work
9. Undertaking in letterhead of the Agency confirming the availability of the adequate man power of requisite qualification and experience for deployment in AIIMS Nagpur.
10. Are you registered under Employee's Provident Fund (EPF)? If yes, please mention Registration No. And attach proof there to.
11. Are you registered under Employee's State Insurance (ESI)? If yes, please mention Registration No. And attach proof there to.
12. Are you registered under GST Act? If yes, please mention GST Registration No. And attach proof there to.
13. PAN No.(Please attach copy)
14. Please attach copies of return of Income Tax for last three financial years (**2020-2021, 2021- 2022 & 2022-2023**).
15. Please attach Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three Financial years (i.e. **2020-2021, 2021- 2022 & 2022-2023**). Annual Turnover in each year of bidder in the last three financial years (**2020-2021, 2021- 2022 & 2022-2023**) should not be less than **₹ 15.00 Cr.**
16. Please submit the following declaration on company/firm letter head:-
  - (i) No police case is pending against the Proprietor/partner or the Company (Agency). Indicate any convictions if any against the Company/firm/partner.
  - (ii) proprietor/firm has never blacklisted by any organization.
19. Duly filled Form-A & Form-B.
20. The bidder should possess Solvency certificate/financially sound certificate of amount **₹10.00 Crore** and validity period of the Solvency Certificate shall be 12 (twelve) months from the date of issue of certificate by the Bank. **The Solvency Certificate without date, seal and signature of the issuing bank shall be rejected. The solvency certificate should not be older than 3 months from tender date.**
21. Valid ISO certificates of manpower/security services.
22. Undertaking from Tenderer on the letter head as per point 8i(n) of "Other Terms & Conditions".
23. The bidder should have their registered office / branch in Nagpur. If not, then undertaking (on letter head) for providing the same within 30 days from the award of work.

24. **Firm must be registered under PASARA ACT either Central or any State Government or U.T.**
25. Firm should submit an undertaking to register under PASARA Act of Govt. of Maharashtra within 30-45 days after award of contract.
26. The tendered should submit an undertaking on their letter head that “any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration will be paid by AIIMS Nagpur & same will be deducted on monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India.
27. All the pages of the tender should be signed by the owner of the firm or his legal Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions with signature on each page must be submitted with the technical bid as token of acceptance of terms & conditions.
28. In case of bid submitted by the existing contractor for the same capacity in the same facility, his bid should necessarily be accompanied by a satisfactory performance report from Administrative Officer, AIIMS, Nagpur. In case, his bid for the same activity is not accompanied with the above mentioned satisfactory performance report, **his bid will not be considered and will be summarily rejected.**

**PRICE BID**

Price bid in the form of BOQ\_XXXX.xls format.

**Bidders are requested to quote only service charge in percentage. Wages and other statutory charges will be paid as applicable. GST will be extra as applicable.**





**Wages/Salary calculation sheet of Security Services**

S. No	Description	Percentage (to be read in conjunction with latest rules. Acts, polices etc. of the competent authorities)	Assistant Security Officer (Fixed Wages)	CCTV Supervisor / Security Supervisor / fire supervisor (M/F) (Per unit) per day estimated DGR rates (1193x26) effective from 01 Apr 2023	Security Guards without arm (M/F) (CLC) (897x26) as per circular of CLC effective from 01 Apr 2023
			<b>Category- 01</b>	<b>Category-02</b>	<b>Category-03</b>
1	Basic monthly wages plus Variable Dearness allowance (VDA)		35000.00	31018.00	23332.00
2	ESI		--		
3	EPF + EDLI+Admin Charge		--		
4	Uniform Outfit Allowances		--		
5	Uniform Washing Allowances		--		
<b>Total wages</b>			<b>35000.00</b>		
4	<b>Reliving Charge</b>		--		
<b>Gross Total Income</b>			<b>35000.00</b>		
5	Add Service Charge (in Rs.)	To be quoted by firm for per person per day			
<b>Total Wages (Gross Total Wages including Service Charge)</b>					
6	GST	As per rule	As per Applicability		
<p>1. The above wages/gross wages of manpower are totally tentative which may vary at the time of placing of work order.                  2. The wages of security personal will be regulated as per guideline issued by the Office of the Chief Labour Commissioner(C), Ministry of Labour &amp; Employment and DGR.                  3. Tender quoted without Service charge will summarily be rejected.</p>					



**Note:**

1. The security agency/firm/company should quote **Total Service Charges in percentage only. Tenders quoted without Service Charges will summarily be rejected.** The Service charges should not be zero and it should not be in percentage or decimal figure. The amount of "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period, wage revision of the security personnel's will be applicable as per central labour commissioner (GOI) from time to time.
2. The rate is inclusive of all weekly off.
3. The tenderer has to provide all the security equipments with their mentioned quantities to his security team in the AIIMS, Nagpur.
4. Goods & Service Tax (GST) will be reimbursed extra as per actual if applicable and genuinely paid on submission of documentary evidence of deposition of GST.
5. **The rates for category-03 will be as per the rates fixed by the Chief Labour Commissioner (Central), Government of India. Rates for category-02, since not mentioned in CLC rates therefore the same is taken from DGR rates (Reference Government of India Ministry of Defence office Memorandum No. 28(3)/2012-D (RES-I) dated 09 Jul 2012 as amended vide OM No. 28(3)/2012-D (RES-I) dated 16th Jan 2013 regarding guidelines for functioning of DGR empanelled Ex- servicemen security services). The wages will be revised from time to time as per the notification of CLC and DGR.**
6. The Contractor not fulfilling statutory norms e.g. Minimum wages, reliving charges, weekly off, EPF, ESI, Gratuity and Bonus etc. shall be disqualified.
7. Bonus part of the payment shall be reimbursed as per the GOI norms after submission of proof of credit in the Bank account of the employees.
8. It is mandatory for every skilled guard and highly skilled supervisory staff & arm guards must undergo at least 160 hours of training-- 100 hours of classroom learning and 60 hours of on-the-job training. The security personnel's having/holding the proper valid security training certificate is only entitled to get the skilled & highly skilled rates of minimum wage.
9. The 160 hours of training-- 100 hours of classroom learning and 60 hours of on-the-job security training certificate must be issued by a competent authority of a vocational training institute and the vocational training institute must be recognized by the Government of India/ State Government.
10. The agency has to submit the above mentioned original training certificate in the AIIMS, Nagpur Security department for claiming of skilled & highly skilled minimum wages of his security staff.
11. Total manpower strength (approximately) 317 as mentioned in TABLE -1 above on the basis of provisions contained in the respective unit can be increased or decreased up to 50% of total strength at the time of award of contract or during currency of the contract depending upon the actual requirement as per deployment plan from time to time under tender/contract provisions.
12. The payment shall be made/ released towards those security personnel who are actually performed their duties in the Institute under this contract with support of adequate proof thereof.

13. The Wages of Assistant Security Officer are fixed at @ Rs.35,000/- per month including all allowances & excluding service charges.
14. **This should be absolutely clear that the agency will have no right to deduct any part of the remuneration to be paid by the institute for employees wages plus other statutory deposits, except EPF and ESIC. Any violation by the agency will construe criminal offence of cheating and will be dealt with accordingly.**
15. The rate of service charges per month, is to be quoted in the financial bid inclusive of all taxes and charges. **No** other charge/claim beyond the fixed amount of service charge quoted in the financial bid shall be entertained.
16. Wages will be paid by the Institute as **per latest minimum wages specified by the Ministry of Labour & Employment's wages Act (Central Govt.)** in respect of category-03.
17. Monthly rate for security guards shall be as per prevailing minimum wages rate of Central Government shall be applicable to all bidders. Proposal of Bidders paying less than above applicable rates of minimum wages shall not be considered and shall lead to rejection of the bid. When minimum wages rates or that of other statutory dues is revised by the Central Government the revised rates will be automatically applicable to the remuneration payable to all personnel as per rules.
18. Mandatory payment of all statutory dues like EPF, ESI, bonus(annually) statutory dues shall be made by the contractor on monthly basis as per the terms and conditions of the Tender Documents. Any default shall lead to immediate termination of the contract.
19. **The company must make all salary disbursement through bank account of the personnel employed under this contract.** Any other mode of payment except direct bank credit shall not be accepted
20. The institute authorities shall have the right to inspect all attendance and wage records, the institute as its discretion may introduce computerized record as its own cost and the firm shall cooperate with the institute to all extent.
21. Company, if paying higher to the security personnel than the admissible minimum wages and other statutory benefits, shall absorb the difference at its own cost and expenses. The institute shall not entertain any claim in this regard.
22. The contract shall be initially for a period of one year from the date of agreement subject to continuous satisfactory performance. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year to year basis at the sole discretion of The Executive Director AIIMS, Nagpur.
23. **The price in the Price Schedule shall be exclusives of any Goods & Service Tax (GST), education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rate.**
24. **The security agency will provide Barrack facility with basic amenities and proper hygiene for their security personnel.**
25. **Barrack expenses are included in service charge therefore the barrack facility will be provided free of cost with all basic amenities to its employees employed by the security agency for AIIMS, Nagpur.**

### **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained [at: https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app).

#### **REGISTRATION**

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / code / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid

documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.

- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders.

Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further, this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 10) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.

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