

INDIRA GANDHI INSTITUT OF MEDICAL SCIENCES

Sheikpura, Patna-800014



NOTICE INVITING E-TENDER FOR WATCH & WARD SERVICES

INDEX

Ref.F.No.: 01/2021/MS Cell		
Subject:	Deployment of Security Agencies for providing Watch & Ward Services for different areas (Unit-'A' & Unit-'B') on two years service contract basis at IGIMS, Patna.	
Tender fee:	Rs. 2,000/- for each Unit-'A' & Unit-'B'	
Bid Security:	Rs. 12 lakhs for Unit- 'A' & 12 lakhs for Unit-'B'	
Pre-Bid Meeting:	13/07/2021	
Last date for sale of tender document:	24/07/2021	
Closing date & time for receipt of bids:	26/07/2021 at 3.00 pm	
Date, for opening of technical bids:	27/07/2021 at 3.00 pm	
S.No.	The tender document consists of following heads:	ANNEXURES/ Page No.
1.	Index	Page-1
2.	Notice Inviting Tender for Watch & Ward Services (Press Notice)	ANNEXURE-'I'/Page-2
3.	Forwarding letter/undertaking	ANNEXURE-'II'/Page-4
4.	Instructions to the Bidders	ANNEXURE-'III'/Page-5 to 14
5.	General Terms and Conditions of the Service Contract	ANNEXURE-'IV'/Page-15 to 30
6.	Tender form for providing Watch & Ward Services	ANNEXURE-'V'/Page-31
7.	Scope of Work of the Security Agency	ANNEXURE-'VI'/Page-32 to 38
8.	Form of Bank Guarantee for Bid Security	ANNEXURE-'VII'/Page-39
9.	Form of Service Contract Agreement for providing Watch & Ward Services	ANNEXURE-'VIII'/Page-40
10.	Form of Bank Guarantee for Performance Security	ANNEXURE-'IX'/Page-41
11.	Check list for documents/ certificates of Technical Bid	ANNEXURE-'X'/Page-42 to 43
12.	Financial Bid Performa for Watch & Ward Services	ANNEXURE-'XI'/Page-44 to 47
13.	Breakup details of total security personnel strength (approximately) for Unit-'A' & Unit-'B'	ANNEXURE-'XII'/Page-48
<u>This tender document are containing total pages from Sr.No.1 to 48 only</u>		

ANNEXURE-‘I

Indira Gandhi Institute of Medical Sciences, Sheikpura, Patna
Only through e-tendering on website www.eproc.bihar.gov.in

E-Tender Notice
PUBLIC TENDER

The Director, IGIMS, PATNA invites E-tender in Two Bid System (i.e. Technical and Financial Bid) from reputed, experienced and financially sound Ward & Watch services for different areas (Unit-‘A’ & Unit-‘B’) through on line e-procurement portal www.eproc.bihar.gov.in

S.No	Tender Number	Brief Description of Services	Qty.	Tender Fee (in Rs.)	Bid Security (in Rs.)
1.	01/2021/MS Cell	Deployment of Security Agencies for providing Watch & Ward Services for different areas (Unit-‘A’ & Unit-‘B’) for two years at IGIMS, Patna.	Service Contract	Rs. 2000/- for each Unit	12 Lakhs for Each Unit A & unit B

Bidders can download complete set of bidding document from e-procurement platform : www.eproc.bihar.gov.in
The e-tender notice and Tender documents is also available in our website: www.igims.org
Bidders have to submit the bids online only by uploading all the required documents through: www.eproc.bihar.gov.in

Important Dates

S.N	Critical Dates	Date (DD/MM/YYYY)	
a.	Tender Publishing date	03 /07/2021	
b	Document download start/sale date from (www.eproc.bihar.gov.in)	06 /07/2021	
c	Document download & submission of completed bidding documents online end date	24 /07/2021	
d	Pre-Bid Meeting	13/07/2021	
e	Seek Clarification end date	14/07 /2021	
f	Last date of submission of complete tender document hard copy through speed post/courier	26 /07/2021	
g	Date/place of opening technical bid	27/07/2021	3.00 pm Director Board room

Instruction for e-tendering

1. Authority to sanction the tender: Director, IGIMS, Sheikhpura, Patna-8000014.
2. Tender shall be carried out only through e-tender procedure at the website (www.eproc.bihar.gov.in). For any information regarding e-tender procedure, bidder may contact at Help Desk, First Floor. M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, Patna-800001. May be contacted also on Ph- 0612-2523006, Mob. 7542028164
3. Bidder desiring to participate in the tender shall have to get registered with e-procurement. Necessary registration forms are available at the website. Bidder will get user id and password by registration. Bidder shall have to obtain DSC (Digital Signature Certificates) also. Bidder shall be able to participate in tender using user id, password, DSC and internet.
4. Bidder shall have to obtain (download) tender papers and submit (upload) their bids at the website www.eproc.bihar.gov.in
5. Prescribed forms filled up at specified places and necessary documents must (in hard copy) be submitted in office of the Director, IGIMS, Patna on or before the stipulated time by Regd./Speed Post/Courier. Information regarding tender opening or any corrigendum regarding tender shall be available at the website only. In case of non submission of tender documents in hard copy as per eligibility criteria and technical bid sheet the bidder will be non responsive.
6. The cost of tender document is non-refundable and it should be purchase through E-PAYMENT MODE *R.T.G.S/NEFT in Director E- tendering IGIMS, Patna A/C no. 20352635180 Allahabad Bank, Branch I.G Institute of Medical Sciences Patna800014 with IFSC-ALLA0212284 and the scan copy of its receipt should be uploaded in proper Place of technical bid. Hard copy must be enclosed in technical bid sheet.*
7. The Earnest money shall be acceptable with Technical bid in the shape of Demand Draft (DD) in favour of Director, IGIMS, Sheikhpura, Patna of any schedule bank, otherwise Tender will not be considered as responsive. The Bid validity period of 120 days from the date of submission of tender/quotation.
 - (a) Tender/quotation processing fee (Non Refundable as per NIT- is mandatory to be paid through on line mode i.e. Internet payment gateway (credit/debit card, net banking, NEFT/RT GS)
 - (b) Bids along with necessary on line payment must be submitted through e-procurement portal www.eproc.bihar.gov.in before the date & time specified in the N.I.T. The department does not take any responsibility for the delay/non submission of tender, quotation/ non reconciliation of on line payment caused due to non availability of internet connection, network traffic /holidays or any other reason.
8. Regarding any information/query of the proposed work, bidder may write mail to igimshospital123@gmail.com on any working day, 7 days before last day of submission of bid.
9. The undersigned has right to extend or cancel the Bids without declaring any reason.
10. Available documents
Following documents related to this tender are available at website which should be downloaded by the bidder.
 - (a) Tender documents
 - (b) Technical bid requirement
 - (c) Financial bid requirement
11. Evaluation of bid: Bid shall be evaluated in two stages.
 - (a) Evaluation of technical bid which consist of eligibility of bid and documents to needed with technical bid.
 - (b) Evaluation of financial bid.

**Director
IGIMS, Patna**

OFFER FOR SPECIFIC UNIT- ()

**OFFICE OF THE DIRECTOR,IGIMS,
SHEIKPURA, PATNA 800014**

**FORWARDING LETTER/ UNDERTAKING
(To be submitted on letter head)**

Sr. No. of Tender	
Ref File No./Tender No.	01/2021-22/MS Cell
Subject	Deployment of Security Agencies for providing Watch & Ward Services for different areas (Unit-‘A’ & Unit-‘B’) on two years service contract basis at IGIMS, Patna.

(SEAL OF THE OFFICER)

Bidder’s tender/quotation Ref. No.___ 01/2021/MS Cell **Dated:** _____

To,
The Director,
Indira Gandhi Institute of Medical Sciences
Sheikpura, Patna-80014

Dear Sir,

1. Having read and understood all the instructions and terms & conditions contained in this tender document, I/We hereby submit our offer against the said **tender vide 01//MS Cell/Watch & Ward Services/2021-22/St. for deployment of Security Agency for providing watch & ward services for Unit- () on two years’ service contract basis at IGIMS, Patna** in conformity with the said terms & conditions and agreed rates shall be part and parcel of the service contract.
2. I/We now enclosing herewith the Pay Order/Demand Draft vide No. _____ dated _____ for **Rs.12 Lakh against UNIT- (___) and 12 lakh against B drawn in favour of the “Director, IGIMS, payable at Patna”** towards Bid Security. Tender not accompanied with bid security along with Techno-Commercial Bid (Part-I) shall be summarily rejected.
3. I/We have read and understood and agreed all the instructions, terms & conditions including penalties etc. stipulated in tender document and accepted all of them unconditionally before submitting the same.
4. Tender is being uploaded/submitted under separate covers, and sheets and shall be considered on their face value.
5. I/We have noted that overwritten entries shall be deleted unless duly cut & re-written and initialled.
6. Tender is duly paginated, signed and stamped with required documents (No thumb impression should be affixed).
7. I/We have uploaded/submitted all the relevant documents in order to tender requirement in Technical Bid (Part-I).
8. I/We undertake to sign an agreement of service contract in the form specified at Annexure-‘VIII’ within a period of 15 days from the date of issue of Letter of Award/Acceptance, failing which our/my bid security deposited may be forfeited and our/my name may be removed from the list of security agencies at the IGIMS, Patna.
9. I/We have thoroughly gone through all the provisions incorporated in tender document before submitting the same.
10. I/We further understand that IGIMS, Patna is not bound to accept the lowest or any bid and also may receive and reject any bid without assigning any reason thereof. IGIMS, Patna may amend or alter any terms & conditions and provisions laid down in tender document.

Note:

- **All terms & conditions and rates have been indicated in the quotation would be presumed to have included in the quoted rates and that the rates are inclusive of all taxes and other terms & conditions are also as per your requirements.**
- **This forwarding Letter/Undertaking (Annexure-‘II’) on letter head duly signed and stamped invariably be returned alongwith tender furnished, failing which the tender shall be rejected.**

Yours Sincerely

(Signature with rubber stamp of the bidder with full address & seal)

WITNESS _____
WITNESS _____
WITNESS _____
WITNESS _____

INDIRA INSTITUTE OF MEDICAL SCIENCES
Sheikpura, Patna-800014
Ref.F.No... 01/2020-21/MS Cell/Watch & Ward Services.

INSTRUCTIONS TO THE BIDDERS

1. General:

1.1 This tender is being invited for integrated security services (**hereafter referred as Watch & Ward Services**) under which the Security Agency shall provide a 24x7 security system for:

- a) Providing security of buildings, equipment, material, fixtures and staff working in the Institute.
- b) Ensuring round the clock surveillance of the premises both internal and external
- c) Maintaining discipline and order amongst patients & their attendants and also the staff of the Institute including regulation of vehicular parking.
- d) Guarding against anti-social elements and criminal activities
- e) Safeguarding the life and property of residents of the Institute and other visitors.

This would be achieved through the deployment of suitably equipped, trained and uniformed manpower and any unforeseen requirement that may become necessary to provide security for Watch & Ward Services.

This particular tender is restricted to two different areas of IGIMS, Patna described for the purposes of this tender as Unit-‘A’ & Unit-‘B’ consisting of Sub Zones namely Old Administrative building including OPD, Emergency, Ward Block, Medical College, Nursing college, Departments, Hostels, Resdl. Complexes and various other areas including outer areas for watch & ward services as described at Annexure-‘XII’

1.2 The following security personnel (approximately) are expected/ required to be deployed at the IGIMS, Patna campuses in above assigned areas:

Category	Description of Security Personnel	Total manpower strength (approximately) for individual units	
		Unit-‘A’ Main Hospital (Emergency, ward block, OPD, Old Admin building, Annexe ward) & adjoining area	Unit-‘B’ State cancer Institute, Medical College, Nursing College, Hostels, Health centre, Library, Residential Complex
(I)	Assignment Managers(Asst. Security officer)	01	02
(II)	Security Supervisors	09	06
(III)	Fire Supervisors	03	06
(IV)	Security Guards (with arms)	04	04
(V)	Security Guards (without arms)	201	170
(VI)	Common Reserve Pool	12	12
Total manpower strength (approximately) =		230	202

NOTE: -

Above mentioned total manpower strength (approximately) for individual units can be increased or decreased up to 30% of total strength at the time of award of service contract or during currency of the service contract depending upon the actual requirement.

1.3 The bidders can submit bids for either one or both the units. However, ***not more than one unit will be allotted to one bidder. In case a bidder does not specify the UNIT(s) on his bids, the bid would be summarily rejected.***

2. **Eligibility Criteria:-** The eligible bidders need to fulfil the following: -

2.1. Annual average turnover should be Rs. 25 crores or more during last three financial years as under.

Financial Year	Annual Turnover (in Crore)
2017-18	Rs.
2018-19	Rs.
2019-20	Rs.

N.B.1:

Attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be furnished as per format given above on letter head of the Security Agency/ CA duly certified by a registered Chartered Accountant with his registration number.

N.B.2:

Annual returns (ITRs) should also be attached for last three Financial Years i.e. 2018-19, 2019-20 and 2020-21

- 2.2. The bidder should be registered under PSARA 2005 and corresponding regulations of respective State governments as applicable in the Bihar (both Unit-‘A’ & Unit-‘B’), The bidder must have Zonal /Regional Head-Quarters in Bihar.
- 2.3. The bidder should have provided or is providing watch & ward services during the LAST FIVE YEARS i.e. January 2016 onward to any Ministry/ Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or any other State or reputed Govt. Hospital/ Hotel/ Airport companies under single contract/s (without any break) VALID FOR ATLEAST ONE calendar year or more along with Satisfactory Performance Certificate issued by head of the organization/MS.
- 2.4. IGIMS, Patna reserves the right to independently verify the performance of the bidders from the organizations whose performance certificates have been submitted. *In case of private entity experience, the TDS certificate issued for the said value of the work should be enclosed by the bidder in support of the performance submitted through:*
- Three service contracts for similar watch & ward services, each requiring the bidder to deploy not less than 125 Security Personnel OR
 - Two service contracts for similar watch & ward services each requiring the bidder to deploy not less than 225 Security Personnel OR
 - One service contract for similar watch & ward services requiring the bidder to deploy not less than 325 Security Personnel.

NOTE-1:

- Similar watch & ward services means providing security services. The service contract that include other services like sanitation, housekeeping etc. along with security services shall not be considered unless the value of watch & ward services/ number of guards provided can be distinctly quantified.
- Completed work shall mean under one contract with extension/s. Work considered should either have been completed/ concluded or should have been more than one-year-old live contract with due extension/s. In case of running contract more than one-year-old up to date payment made till date of issue of the performance certificate shall be considered.
- Eligibility criterion shall apply to both the Units-‘A’&‘B’ individually and separately. While applying separate proof/same proof of the same should be enclosed with each unit bid. (In case bidders chooses to apply for both the units).
- It is mandatory for security agencies which have provided watch and ward services at reputed Govt. Institution or any other organization during the last five years to furnish Satisfactory Performance Certificate issued by competent authorities along with technical bid.
- The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the services of the bidder with any of the other users are not satisfactory then the bid will be rejected and no communication in this regard will be entertained.
- The performance certificate to be attached by the bidder from the Organization(s)/ Clients should be on Organisation(s)/Clients letter head as per format given below:

FORMAT FOR PERFORMANCE CERTIFICATE

It is certified that M/s. _____ (name of the Security Agency) had provided watch & ward/ security services to _____ (name of the organization) and this premises located at _____ (address of the organization) vide contract/ agreement/ MOU bearing No _____ dated _____ and had deployed _____ (in words) number of security personnel for watch & ward services at one time in this premises for the period from _____ (date) to _____ (date). The financial component of watch & ward/ security contract for the subject services was Rs. _____ (in words) during the contract. The performance of the firm was **poor/fair/Good/satisfactory/very good(tick)** during the service contract period *the penalties imposed and warnings issued which are detailed as under.*

Details of the penalties imposed and warnings issued:

1.

Signature of the Organization or its authorized signatory (MS/OI/c)

2.

with name, designation, date and seal

NOTE-2: -

1. The Technical Evaluation Committee/ Security Sub-Committee may also accept performance certificate in other similar contents and its decision shall be final.
 2. Work referred above should be in the name of the firm as a single entity and not aggregates of joint venture firms /associates or cartels.
- 2.4 **Manpower on Roll for each Unit:** The bidder should have on its ROLL A **MINIMUM OF 700 numbers of manpower** engaged in watch & ward/ security services as on the last date of submission of the bid. Relevant documentary proof in form of latest ESI/ EPF contributions deposited to the concerned authorities towards deployment of minimum 700 or more numbers of manpower engaged in watch & ward/ security services in support shall be submitted thereof.
- 2.5 The bidder should have valid Employees Provident Fund (EPF) Registration Certificate and Code number issued by EPFO authorities in BIHAR. IGIMS, Patna would prefer that in case the Security Agency does not have registration with Regional EPF authority in Bihar, the Security Agency should clearly indicate in their bids whether they will be able to get themselves registered with Regional EPFO authority in Bihar and if so they will also clearly indicate in their bids that how much time they will take to register themselves with EPFO authority in Bihar from the date of award of this tender/ service contract of IGIMS, Patna.
- 2.6 The bidder should have valid Employees State Insurance Corporation (ESIC) Registration Certificate and Code number issued by ESIC authorities in Patna. IGIMS, Patna would prefer that in case the Security Agency does not have registration with Regional ESIC authority in Bihar, the Security Agency should clearly indicate in their bids whether they will be able to get themselves registered with Regional ESIC authority in BIHAR and if so they will also clearly indicate in their bids that how much time they will take to register themselves with Regional ESIC authority in BIHAR from the date of award of this tender/ service contract of BIHAR.
- 2.7 The bidder should have valid Goods & Service Tax (GST) Registration Certificate along with an undertaking on their own letter head stating that upto date returns have been filed and there are no pendency due with the Department of TRADE & TAXES. The bidder shall also furnish the copies of such returns (latest) submitted to the concerned Department.
- 2.8 The bidder should have valid PAN/ TAN Number under Income Tax Act.
- 2.9 The bidder should be registered with Labour Department under Contract Labour (R&A) Act 1970 and Bihar Works Contract Act (wherever applicable) and shall furnish valid documentary proof thereof.
- 2.10 (a) The bidder shall furnish an affidavit on non-judicial stamp paper of Rs.10/- duly notarized affirming that the firm/ agency has neither been blacklisted and debarred and nor their services have been banned or suspended due to any reason including corrupt and fraudulent practices in the past by

any Govt. Departments/ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertaking /Pvt. Institution etc. and there is no any Vigilance/CBI case pending against the firm/agency.

- (b) The bidder shall also furnish an undertaking on non-judicial stamp paper of Rs.10/- duly notarized affirming that:

I/We _____ (name of the owner of the agency/ authorized representative of the agency with full residential address) on behalf of _____, (Name of the agency with full address) participating in Tender Ref. No. 01/2021-22/MS Cell)/Watch & Ward Services/2021-22/St. for deployment of security agencies for providing watch & ward services for different areas (Unit-‘A’ & Unit-‘B’) on two years’ service contract basis at IGIMS, PATNA. I/We declare/ affirm herewith that all the particulars/ documents furnished by me/us on behalf of the agency are correct and true to the best of my/our knowledge and belief. I/We also declare/ affirm herewith that no material and information have been concealed and misrepresented by me/us on part of my/our firm against the tender for Unit- (___).

NOTE-4:

IGIMS, PATNA may terminate the offer/ service contract in case it is observed that the bidder/ security agency has concealed and misrepresented the facts. Bid Security and Performance Security would also be forfeited and legal action including FIR will be done.

- 2.11 The bidder should be ISO 9001:18788 certified agency and shall furnish valid documentary proof thereof.
- 2.12 The bidder should have hospital security management software that includes live dash board & Guard mobile App. Following features must be included in software: reporting, attendance, live tracker, scheduler, pay roll, vehicle movement details entering into hospital, Guard portal for incidence reporting. This software must be linked with the computer system of the Medical Superintendent cell. All expenses of develop/purchase and installation of software is borne by the bidder. Bidder may contact the concerned person of the Institute while developing the software if require for better understanding of need of the client.
- 2.13 The bidder should have its own training school affiliated with Security Sector Skill Development Council (SSSDC) in Bihar or should have a legally enshrined tie up with training school affiliated with SSSDC for the training of its personnel.
- 2.14 The bidder shall upload/furnish following document/ certificate whichever is applicable, otherwise quotation shall be summarily rejected: -
- a) A declaration by the proprietor of the firm, in case, the firm is proprietorship firm on non-judicial stamp paper of worth of Rs.100/- duly notarized.
 - b) An attested copy of partnership deed duly registered by the Registrar of Firms, in case of partnership firm.
 - c) An attested copy of article of memorandum (incorporation of the firm/ agency), Article of association, certificate of association should be enclosed along with board registration with authorized signatory of the bid and guidelines duly registered as per company act, in case of Private Ltd./ Ltd. firm with name, photo & signature of all Directors.

3. Qualification of the Bidders:-

- 3.1. The bidder to qualify for award of service contract has to submit a written power of attorney authorizing the signatories of the bid to participate in the bid and also signing the service contract.
- 3.2. The bidder must upload/submit copies of all relevant documents only in accordance with tender requirements, duly self-attested & seal along with technical bid.
- 3.3. The bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this service contract. They will have to further confirm and declare that no agency commission or any payment, which may be construed as an agency commission, has been or will be paid and that the tender price will not include any such amount. If, IGIMS, PATNA subsequently finds any such evidence to the contrary, it reserves the right to declare the Bidder as non-compliant and declare any service contract if already awarded to the Bidder null and void.
- 3.4. Canvassing or offer of an advantage or any other inducement by any person with a view to influence acceptance of a bid will be an offence under Laws of India. Such action shall result in the rejection of the bid, in addition to other punitive measures would follow.

4. **One Bid Per Bidder:** - Each bidder shall submit only one bid for any one specific units or both units by himself.
5. **Cost of Bid:** - The bidder shall bear all costs associated with the preparation, methodology study and submission of his bid and the Institute shall in no case be responsible or liable for those incurred costs, regardless of the conduct or outcome of the tender process.
6. **Visit to Department:** - The bidder is advised to visit and acquaint himself with the operational system. The costs of such visit and survey shall be borne by the bidder. It shall be deemed that the Security Agency has undertaken a visit to the work site and is aware of the operational conditions prior to the submission of their bids.
7. **Tender Documents:**
 - 7.1. **Contents of Tender Documents.**
 - 7.1.1. The tender invitation document has been prepared for the purpose of inviting tenders for providing watch & ward services. The tender document comprises of:
 - (a) Notice Inviting Tender for Watch & Ward Services (**Press Notice at Annexure-‘I’**)
 - (b) Forwarding Letter/ Undertaking to be submitted on letter head (**Annexure-‘II’**).
 - (c) Instructions to the Bidders (**Annexure-‘III’**)
 - (d) General Terms and Conditions of the Service Contract (**Annexure-‘IV’**)
 - (e) Tender form for providing Watch & Ward Services (**Annexure-‘V’**)
 - (f) Scope of Work of the Security Agency (**Annexure-‘VI’**)
 - (g) Form of Bank Guarantee for Bid Security (**Annexure-‘VII’**)
 - (h) Form of Service Contract Agreement for providing Watch & Ward Services (**Annexure-‘VIII’**)
 - (i) Form of Bank Guarantee for Performance Security (**Annexure-‘IX’**)
 - (j) Check list for furnishing required documents/ certificates alongwith Technical Bid (**Annexure-‘X’**)
 - (k) Financial Bid Performa for Watch & Ward Services (**Annexure-‘XI’**)
 - (l) Break up details of security personnel strength (approximately) for Unit-‘A’ & Unit-‘B’ (not less than minimum specified) (**Annexure-‘XII’**)
 - 7.1.2. The bidder is expected to examine and understand all instructions, forms and terms & conditions laid down in tender document. Failure to furnish all information contained in tender document or submission of a tender not substantially responsive to the tender document in all respects will be at the bidder’s risk and may result in rejection of his bid.
 - 7.1.3. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the tender document.
 - 7.2. **Clarification of tender documents/ Pre-Bid Conference:-**
 - 7.2.1. The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the office of the Medical Superintendent cell, IGIMS, PATNA.
 - 7.2.2. In case the bidder has any doubt about the meaning of anything contained in the tender document, he shall seek information during **PRE-BID CONFERENCE MEETING to be held on the designated date and time specified in Notice Inviting Tender**. Any such clarification if agreed to by IGIMS, PATNA, would be issued as addendum (corrigendum document) to the tender document and will be available at websites www.eproc.bihar.gov.in & www.igims.org, only and downloaded tender document shall stand corrected/ detailed to that extent.
 - 7.2.3. Except for any such written clarification IGIMS, PATNA which is expressly stated to be an addendum to the tender document issued by the Office of the..Medical Superintendent cell, IGIMS,PATNA no written or oral communication, presentation or explanation by any other employee of IGIMS,PATNA shall be taken to bind or fetter the IGIMS, PATNA under the service contract.
8. **Preparation of Bids:**
 - 8.1. **Language:** - Bids and all accompanying document shall be in English or in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

8.2. Documents Comprising the Bid: Tender document issued for the purposes of tendering as described in Clause 7.1 and any amendments issued shall be deemed as incorporated in the bid.

8.2.1. The bidder shall, on or before the date given in the Notice Inviting Tender, upload and submit his bid in sealed envelopes clearly marked with the name of the tender and specific Unit-‘A’ or Unit-‘B’.

8.2.2. One copy of the tender document and addenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same by the bidder.

8.2.3. Bid shall be addressed to the Director, IGIMS, Patna and should be submitted in the Office of , Director, IGIMS, Patna at the address given in the bid document.

8.3. Bid Prices:

8.3.1. The bidder shall quote the rates in Indian Rupees for the entire service contract on a ‘single responsibility’ basis such that the tender price covers Security Agencies’ all obligations mentioned in or to be reasonably inferred from the tender document in respect of the Watch & Ward Services at IGIMS, Patna This includes all the liabilities of the Security Agency such as cost of uniform, vehicle tokens, wireless sets, inverted mirrors, mobile phones, vehicles, HHMDs, identity cards, salary slips etc. and all other statutory dues as laid down under various labour laws/acts/rules like Minimum Wages, EPF (including Employer’s/Employee’s share of cont. for Provident Fund, EDLI, Admn. Charges etc.

) ESI, the Contract Labour (R&A) Act and other wages for leave reserve, service charges, all kinds of taxes etc. which should be clearly stated by the Security Agency. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

8.3.2. The rates quoted by the bidder shall be inclusive of as applicable in the prescribed financial bid format at Annexure-‘XI’.

8.3.3. Conditional bids/ offers will be summarily rejected.

8.3.4. **This tender is floated for deployment of manpower for two specific units and independent service contracts will be made with the lowest bidder for each assigned unit subject to Clause 1.3 of Instructions to the Bidders. All the Security Agencies shall have to mutually co-ordinate with each other and will be equally responsible for management of watch & ward/ security services in accordance with terms & conditions laid down in the tender document/ service contract of respective areas under Units i.e. ‘A’ or ‘B’ at IGIMS, PATNA campuses.**

8.4. Currencies of Bid and Payment:-

8.4.1. The bidder shall submit his financial bid/ offer in Indian Rupees and payment under this service contract will be made in Indian Rupees.

8.5. Duration of the Service Contract:- The service contract shall be valid for a initially one year which can be maximum extended one more year (subject to fulfilling Clause 13 at Annexure-‘IV’) and IGIMS, PATNA

8.6. Bid Security:-

8.6.1. **The bidder shall deposit Bid Security for an amount of Rs 12.00 Lakh for each Unit-‘A’ & Unit-‘B’ respectively in the form of Pay order/ Demand Draft/ from a scheduled bank, in an acceptable form at Annexure-‘VII’ in favour of the “Director, IGIMS, PATNA” along with the technical bid. The bid security will remain valid for a period of forty-five days beyond the final bid validity period of 6 months. Cheque/Cash/Postal Order is not acceptable at all. No interest shall be payable on the Bid Security. Bid security deposited against other bids cannot be adjusted or considered for this bid. The photocopy of the same must be uploaded and original to be sent to Director, IGIMS, Patna. The bidder shall also furnish following information on letter head invariably along with bid security are as under:**

- i) Name of the Beneficiary.
- ii) Bank Account Number of the beneficiary.
- iii) Name of Bank with full address.
- iv) IFSC Code of the Bank/ Branch.
- v) Permanent Account Number (PAN)
- vi) GST Registration Number

8.6.2 Any tender not accompanied by bid security shall be rejected.

8.6.3 Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the service contract.

- 8.6.4. Bid security of the successful bidder shall be returned on receipt of Performance Security and after signing the service contract agreement.
- 8.6.5. Bid security shall be forfeited if the bidder withdraws or modifies his bid (unless with consent of IGIMS, PATNA) during the period of tender validity.
- 8.6.6. Bid security shall be forfeited if the successful bidder refuses or neglects to execute the service contract or fails to furnish the required Performance Security within stipulated time frame by IGIMS, PATNA.

8.7. Format and Signing of Bid: -

- 8.7.1. The bidder shall upload scan copy of all relevant documents to above mentioned website and also submit one copy of the complete tender document (except Annexure-‘XI’) along with forwarding letter/ undertaking (Annexure-‘II’) on letter head and addenda/ corrigendum, if any, thereto with each page of these document duly signed and stamped to confirm the acceptance of the terms & conditions of tender document in all respects by the bidder.
- 8.7.2. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.
- 8.7.3. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by IGIMS, PATNA or are necessary to correct errors made by the bidder, in which case such corrections shall be initialled/signed and dated by the person or persons signing the bid.

8.8. Submission of Bids: - Bid must be submitted through online as well as hard copy of all documents.

- 8.8.1. A two separate sets of documents for unit A and Unit B shall be followed. The bid for Unit-‘A’ would be sealed and duly super scribed as “**Bid for providing Watch & Ward Services in Unit-A**”, tender no., name of work, name of firm and date of opening of bid and shall contain two separate & distinct envelopes marked as ‘**ENVELOPE-1**’ & ‘**ENVELOPE-2**’

➤ **ENVELOPE 1**

Shall be marked as “**Bid Security and Other Compliances for Unit-A**”, and shall include the following documents/enclosures:

- a) Covering Letter including Checklist as per the prescribed format at Annexure-‘X’
- b) Bid Security in the form of a Pay Order/Demand Draft/FDR deposit receipt or a Bank Guarantee from a scheduled bank as per the prescribed format at Annexure-‘VII’
- c) Power of Attorney for signing of Bid & Service Contract as specified in Clauses 3.1.
- d) A copy of the complete set of Tender Document (excluding Annexure-‘XI’) along with forwarding letter/ undertaking (Annexure-‘II’) on letter head and addenda/ corrigendum, if any with each page initialed by the Authorized Signatory as a token of acceptance.
- e) All the documents as per the Check List at Annexure-‘X’)

➤ **ENVELOPE 2**

Shall be marked as “**Financial Bid for Unit A**” and shall consist of the Financial Bid for the respective unit. The Financial Bid should be as per format specified at Annexure-‘XI’ duly filled in figures and words for the specific Unit.

- **The Bid for Unit-‘B’ shall also be prepared in the above manner.**

To avoid any doubt, it is hereby clarified that in the event a Bidder wishes to Bid for both the Units, it shall follow the foregoing manner of submission of Bids for both units, separately & distinctly.

- 8.8.2. Separate & distinct Bids for both the units, in the manner mentioned in Clause No.8.8.1 above, sealed & marked separately shall be placed in one outer envelope sealed and duly super scribed as “**Bid for providing Watch & Ward Services in Unit-(___) at IGIMS**” with tender no., specific unit, name of work, name of firm and date of opening of bid. The outer envelope must bear the name, address and telephone no. of the bidder to facilitate return of the envelopes unopened, if required.
- 8.8.3. All the envelopes should be sealed and if the outer envelope is not sealed and marked as required by Clause 8.8.2, IGIMS, Patna will not assume any responsibility for the bid’s misplacement or premature opening of the contents of the bid submitted and consequent losses, if any, suffered by the bidders.
- 8.8.4. Bids submitted by fax, telex, telegram or email shall not be entertained and shall be rejected.
- 8.8.5. Hard copy of all relevant documents shall be sent to the Director, IGIMS, and Patna by courier/speed post only with the following address:

8.8.6. **Tender Validity:** The tender shall remain valid and open for acceptance for a period of 6 months from the last date of submission of the tender.

8.9. Late and Delayed Tenders: -

8.9.1. Bids must be uploaded/ received in IGIMS, Patna at the address specified above not later than the date and time stipulated in the NIT. IGIMS, Patna may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of IGIMS, Patna and the bidder will be the same.

8.9.2. Any bid uploaded/received by IGIMS, Patna after the deadline for submission of bids as specified in NIT, shall not be considered and will be returned unopened to the bidder.

8.10. Bid Opening and Evaluation: -

8.10.1. The Authorised Representative(s) of IGIMS, Patna will open the bids received at date and time specified in bid document at the address mentioned in Clause 8.8.5 in presence of the bidder's representatives who may choose to attend the opening. Envelope 1 of the Bid for each of the Units will be opened first by the Authorised Representative(s). The bidder's representative, who desires to attend the opening, shall bring an authority letter and sign the attendance sheet as a proof of his attendance. The names of all bidders who have submitted bids will be read out and other such details as IGIMS, Patna at its discretion may consider appropriate, will be announced at the opening.

8.10.2 Prior to opening of Financial Bid, the IGIMS Patna, will determine whether each Technical Bid is '**responsive**' to the requirements of the tender. A bid shall be considered '**responsive**' only if:

- (a) It is uploaded/received as per the prescribed format;
- (b) It is uploaded/received by the Bid Due Date as specified in the NIT including any extension thereof;
- (c) It is signed, sealed and marked as stipulated in Clauses No.8.7. & 8.8.
- (d) It is accompanied by the Bid Security as specified in Clause No.8.6.
- (e) It is accompanied by the Power(s) of Attorney as specified in Clauses 3.1 and 8.8.1(c), as the case may be;
- (f) It contains all the information and documents (complete in all respects) as requested in tender and or/ bidding documents (in formats same as those specified);
- (g) It does not contain any condition or qualification; and
- (h) It is not non-responsive in respect of terms and conditions specified in tender document.
- (i) All document as per check list at Annexure-'X'
- (j) It is accompanied by the tender fee as per NIT.

8.10.3 IGIMS, Patna reserves the right to call for any documents/ clarification during the process for checking of responsiveness of bid and to reject any bid which is nonresponsive and no request for alteration, modification; substitution or withdrawal shall be entertained by the Authorised Representative(s) in respect of such bid.

8.10.4 IGIMS, Patna may waive any minor infirmity, nonconformity or irregularity in a bid that does not constitute a material deviation, and that does not prejudice or affect the relative position of any bidder, provided it conforms to all the terms, conditions of the tender document without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one

- i) That affects in any substantial way the scope, quality or performance of the service contract;
- ii) That limits in any substantial way, inconsistent with the tender document, Authority's rights or the selected bidder's obligations under the service contract; or
- iii) Whose rectification would unfairly affect the competitive position of other bidders who are presenting responsive bids.

8.10.5 It is clarified that the selection of the Successful Bidders shall be subject to the verification of Bank Guarantee and scrutiny of other relevant documents as stipulated in this tender document, that the bidders has submitted.

8.10.6 **Financial Bid (for technically qualified bidders only) for both the Units (Unit-'A' & Unit-'B') (Envelope 2) will be opened together. Total evaluation shall be done based on the QCBS as detailed and illustrated in Clause 8.10.9.**

8.10.7 The date and time for opening of Financial Bids shall be separately communicated to the eligible bidders. Each eligible bidder's representative, who desires to attend the opening, shall bring an authority letter and sign the attendance sheet as a proof of his attendance. Each eligible bidder's name, bid price, and other such details as the Authorized Representative(s) may consider appropriate, will be announced at the opening.

8.10.8 IGIMS, Patna will evaluate and compare the bids previously determined to be eligible and responsive. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of errors, the bid will be rejected.

8.10.9 Quality cum Cost Based Selection (QCBS) Procedure:

The final tender evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to financial evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation.

Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Criteria (Max Score)			
Total years of experience in the field of Security Services (Determined from details submitted by the bidder under Clause 2.3) (15 Marks)	<5 Years	>5 up to 7 Years	More than 7 Years
	05 Marks	10 Marks	15 Marks
Total Average Annual turnover in the Business of providing Security Services Determined from details submitted by the bidder under Clause 2.1 (15 Marks)	<20 Cr.	>20 Cr. to 40 Cr.	More than 40 Cr.
	05 Marks	07 Marks	10 Marks
Total number of manpower (Determined from Form 9A, EPF & 5-Return of Contribution to ESI) provided by the bidder under Clause 2.4 (15 Marks)	<700	>700 to 1500	>1500
	05 Marks	10 Marks	15 Marks
Quantum of services satisfactorily provided under a single contract (To be determined from details provided by the bidder in Clause 2.3) (15 Marks)	< 200 Security Guards	>200 – 400	> 400
	05 Marks	10 Marks	15 Marks
ISO: 9001:18788 Certification of Security Services (10 Marks)	< 3 yrs	> 3 yrs to 5 yrs	> 5 yrs
	05 Marks	07 Marks	10 Marks
Number of complaints/ warnings /show cause notices issued & quantum of penalties imposed on the firm during running and or latest contract Documents: warning letter/complaints/letter of deducted penalty amount and details of security services executing officials with contact details including mobile number. (15 Marks)	>10 Complaints and or total penalty amount more than 1 lakh rupees 05 Marks	<10 to 05 Complaints and or penalty amount Rs. 25000 to 1lakh 10 Marks	Nil complaints and or nil penalty 15 Marks
	> 3 to < 5 including at least 01 in hospital setup having more than 200 bedded hospital. 05 Marks	> 5 to < 07 at least 2 in hospital setup having >200 to 500bedded hospital. 10 Marks	> 7 including at least 03 in hospital setup having more than 500 bedded each hospital 15 Marks
Number of running contracts of similar nature (Security services) in hand during last F.Y. (15 marks) Documents: Undertaking for the same and work order details.			
Submission of proper documentation of firm as per technical bid of NIT (05 Marks)	50% Compliance 02 marks	>50% compliance 03 marks	100% compliance 05 marks

Illustration 1 (for Technical Weightage):

If a bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation score shall be: 56 i.e. {80 x 70%}

Financial Bid Evaluation Criteria:

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% X 100).

Total Score of Bid Evaluation:

Illustration 2:

If, the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 86 i.e. (56 Technical Score + 30 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3....)}$

Illustration 3:

If the bidder at Illustration 1 is L2 bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under

$30 \times 100 \text{ (lowest prices L1)} / 125 \text{ (quoted prices - L2)} = 24 \text{ (financial score)}$ Therefore L2 bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

9. **Selection of the Bidders:**

The following formula will be applied for the determine the successful bidder:

$Q = [(L1/L) \times 0.30 + T \times 0.70]$

L1 = financial bid of lowest bidder

L = bid value for evaluation or current financial bid

T = technical bid score out of 100

Q = Final score

The bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder for respective units as determined by QCBS.

In case the same bidder is found to be successful bidder for both Units, the bidder will be given option to choose the Unit for which he wants to opt for. The second ranked bidder after overall evaluation in the other unit not opted for by the successful bidder shall have to match the services charges of the successful bidder for the unit chosen by him if they are on the higher side. In this scenario, if the second ranked bidder refuses to match the service charges of the successful bidder, IGIMS, Patna reserves the right to ask the next ranked bidders in sequential order to match the service charges for the other unit and award the service contract to them or award both the units to the successful bidder or re-call the tender as deemed fit.

In case of tie among two bidders, the agency having less number of complaints and or penalty will be given priority. If still tie then agency having more number of running contract in last financial year as mention in technical bid sheet will be given priority. If still tie then decision will on quantum of services satisfactorily provided under a single contract, the bidder having more single contract with more number of guards shall be given priority.

9.1.1 Subject to the provisions of Clause 9.2, the bidder whose bid is adjudged as L-I as indicated in terms of Clause No.8.10, shall be declared as the “**Selected Bidder**” (**SEPARATE FOR INDIVIDUAL UNITS**). In the event that IGIMS, Patna rejects or annuls all the Bids, it may, in its discretion, invite all eligible bidders to submit fresh bids hereunder.

9.2. Right to accept any Bid and to reject any or all Bids:-

9.2.1. IGIMS, Patna is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.

9.2.2. IGIMS, Patna may terminate the offer/ service contract if it is found that the Selected Bidder is black listed/debarred on previous occasions by the any of the Govt. Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

9.2.3. IGIMS, Patna may terminate the service contract in the event the successful bidder fails to furnish the Performance Security or fails to execute the service contract.

10. Award of the Service Contract:-

- 10.1.1. IGIMS, Patna will award the service contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the service contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 10.1.2. IGIMS, Patna will communicate the successful bidder by Facsimile/Fax confirmed by letter transmitted by Registered post that his bid has been accepted. This letter (**hereinafter and in the condition of service contract called the “Letter of Award/Acceptance”**) shall prescribe the amount which IGIMS; Patna will pay to the Security Agency in consideration of the execution of work/ services by the Security Agency as prescribed in the service contract.
- 10.1.3. The successful bidder will be required to execute their works/ services under service contract within a period of 15 days from the date of issue of Letter of Award/ Acceptance or as per direction of IGIMS, Patna.
- 10.1.4. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of ‘Letter of Award/Acceptance’ for an amount equal to **10% (TEN PERCENT)** of the total value of the service contract of specific Unit, in the form of Pay Order/Demand Draft from a scheduled bank in an acceptable form at Annexure-‘IX’ in favour of the **“Director, IGIMS, Patna”**. The Performance Security shall remain valid for a period of 180 days beyond the date of completion of all contractual obligations. Initially, the Performance Security shall be valid for a period of 30 months. In case, service contract is extended for further period under Clause 8.5, the validity of Performance Security shall also be extended by the Security Agency accordingly. Failure to furnish performance security within stipulated time frame would entail forfeiture of bid security of the bidder and cancellation of the service contract.
- 10.1.5. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award of service contract and forfeiture of bid security.

INDIRA GANDHI INSTITUTE OF MEICAL SCIENCES
SHEIKPURA,PATNA-800014
Ref.F.No...../Watch & Ward Services/2020-2021/St.

GENERAL TERMS AND CONDITIONS OF THE SERVICE CONTRACT

1. The Security Agency shall abide by and **comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970), as notified by the Government of Bihar etc.** with regard to the security personnel engaged by him for providing watch & ward services at IGIMS, Patna. It will be the responsibility of the Security Agency to provide details of manpower deployed by him, at IGIMS, Patna and to the Labour Department.
2. The responsive bidder who ultimately is awarded the service contract shall not deploy the security personnel of the Security Agency who is presently handling the existing service contract of the areas under consideration except with the consent of Security Officer/MS.
3. The security personnel deployed at IGIMS, Patna shall be the employees of the Security Agency and all statutory liabilities such as EPF (including Employer’s/Employee’s share of contribution/ subscription for Employees Provident Fund, Pension Fund, EDLI, Admn. Charges etc.), ESI, Workmen’s Compensation as per relevant statutory Act, etc. shall be paid by the Security Agency being employer of the security personnel. The list of staff to be deployed shall be made available to IGIMS, Patna and if any change is required on part of IGIMS, Patna a fresh list of staff shall be made available by the Security Agency after each and every change. Security Guards will be rotated their place of posting in every three months. The Security Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the security personnel engaged by the Security Agency at IGIMS, Patna. The Security Agency shall also provide IP number allotted by ESIC authorities to each security personnel deployed by them at IGIMS, Patna within one month after execution of this service contract to facilitate them health protection.
4. It shall be the duty of the Security Agency to get EPF code number allotted by RPFC against which the EPF subscription/ deducted from the payment of the employees engaged and equal amount of contribution from employer’s should be deposited with the respective EPF authorities within 7 days of close of every month. Particulars of the employees engaged at IGIMS, Patna for watch & ward are required to be submitted to IGIMS, Patna. In case, the Security Agency fail to remit employee’s/ employer’s share of contribution towards EPF subscription etc. within the stipulated time frame otherwise the Director, IGIMS, Patna is entitled to recover equal sum of money from any payment due or accrue to the Security Agency under this service contract or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of security personnel engaged at IGIMS, Patna. No subscription for EDLI will be deducted from the payment of the employees under EDLI Provisions. The Security Agency shall also provide EPF number allotted by concerned authorities to each security personnel deployed by them at IGIMS, Patna within one month after execution of this service contract and will do so every month while submitting the bills.
5. The security personnel shall for the purposes of this service contract be the employees of the Security Agency who will be responsible to provide all fringe benefits viz. EPF, ESI facilities, weekly offs, uniform washing allowance etc. to them. Any security personnel of the Security Agency deployed for IGIMS duty under this service contract will not file any legal claim under provisions of Industrial Dispute Act and Contract Labour Act against IGIMS, Patna not being employees of IGIMS, Patna.
6. The antecedents of every security staff deployed at IGIMS, Patna shall be got verified by the Security Agency from local police authority of the place where the concerned person (Security Personnel) is residing for last 5 years and an undertaking in this regard has to be submitted by the Security Agency to IGIMS, Patna and in instance of non compliance, necessary punitive measure shall be initiated including removal of security Guard **and penalty of Rs. 5000/- per instance by IGIMS, Patna.**
7. **Payment and Face Reader & Biometric Attendance Systems:**

The payment of salaries to the security personnel will be mandatorily linked to face reader Biometric System wherever the bio-metric system is installed. The face reader Biometric attendance must be in adequate in number, at least one in each building including Emergency Department. The Security Agency will additionally maintain a register in which day to day deployment of personnel will be recorded. The biometric attendance will be linked with payroll software which has to be provided by the bidder. In case, non-functional of Face reader Biometric System of particular area due to any technical fault then the recorded data from Attendance Register of the security personnel will be taken into account for processing of bills in all respects for making the payment. In case of non functioning Face reader biometric system, the **penalty charges of Rs. 1000** will be imposed per Face reader Biometric system per day. Attendance of the all security personal will be linked to IGIMS Computer facility/Medical Superintendents office/In charge Security/any official assigned for the work. The expenditure for installation of Biometric face reader and associated software including linking of with computer of MS cell will be borne by the bidder.

IGIMS, Patna Computer Facility/MS cell shall forward the captured biometric attendance to Security officer/MS Cell, the same shall be sent to competent authority for sanction and disbursal of amount. The biometric attendance will be basis of the payment of the agency to every month.

The Security Agency shall disburse the wages to its staff deployed at IGIMS, Patna by 7th of every month through ECS irrespective of the status of payment of current bill submitted by the agency. Security agency must have enough liquidity to give at least 3 months' salary to the Security Guards. The penalty at the rate of 0.25% per day of total bill will be charged after 7th of every month. The process of compilation, verification and clearing of bills shall be centralised.

In case of any dispute with the Security Agency, at least 70% of the payment against the verified bills raised by the Security Agency shall be released by IGIMS, Patna against deposition of a bank guarantee for an equivalent amount to ensure payment of salaries of security personnel till such time the dispute is resolved. The Security Agency shall ensure that all staff deployed must have valid Bank Account and payment to be made through their accounts every month. Certified copy of payment has to submit along with bills by 15th of every month. The Security Agency shall furnish details of the Bank with valid Bank Account Numbers of each security personnel who would be deployed at IGIMS, Patna within one month of Letter of Award. The Security Agency has to give an undertaking (mutually agreed format), duly countersigned by Security Officer regarding payment of wages as per rules and laws in force, before receiving the 2nd payment and onwards.

8. 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. Adequate supervision shall be provided to ensure optimal performance of the said watch & ward services in accordance with the prevailing assignment instructions agreed upon between the two parties (represented by authorized persons). In order to exercise effective control and supervision over the security staff of the Security Agency deployed, the supervisory staff (Security Supervisors/ Fire Supervisors) will patrol their areas of responsibility.
9. All necessary reports and other information will be supplied immediately as required and regular meetings will be held in every two months on 1st Wednesday with the Incharge Security/ Security Officer of IGIMS, Patna and signatory of the Service provider.
10. The Security Agency and its staff shall take proper and reasonable precautions to prevent any loss, destruction, waste or misuse of the areas for which the responsibility has been given to them by IGIMS, Patna and shall not knowingly lend to any person or company any of the effects of IGIMS, New Patna under its control.
11. The personnel engaged have to be polite, courteous, disciplined and firm in dealing with staff and public. The security personnel in no condition shall accept any gratitude or reward in any shape.
12. 5% of security guards after due approval of Chairman of Security Sub-Committee could be assigned at any point of time as **“Special Security Guards”**. These guards must possess demonstrable additional security skills / physical strength / special skills like karate, martial art, etc. suitable for mob control, violent situations, etc. The certificate of the special skill must be submitted before joining. These guards shall essentially be deployed in QRT / Emergency / Entry Gates, etc.. Their performance would be reviewed periodically by the said Committee and the “Special Security Guard” designation may be withdrawn at any time without assigning any reasons.
13. The training of the security staff deployed at IGIMS, Patna shall be the responsibility of the Security Agency. The Security Agency will ensure that all security personnel provided to IGIMS, Patna would have Undergone training as per PSARA 2005 before deployment. Further, **it is mandatory for all Security Personnel to obtain SSSDC Certification under PMKVY within 90 days from the date of award of the service contract failing which the service contract shall be deemed to be cancelled. Further, all new**

security personnel deployed at IGIMS, Patna after 90 days of award of service contract must be SSSDC Certified before deployment. The training of the all security Guards should be done at interval of every three month. The proof of the training must be submitted to Medical Superintendent/ incharge security every three monthly. If any of time found that security guards were deployed without training, Penalty of Rs.10,000 will be imposed per episode.

14. The security staff of the 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 IGIMS, Patna.
15. In the event of any damage, theft or loss of property and equipment of IGIMS, Patna including that of its staff in areas where the Security Agency's guards were deployed and there were signs of security lapse in the form of forced break-in, lock tampering, non-frisking when mandated, in-adequate response, etc. the Security Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on them by a Committee constituted by the Director/Medical Superintendent/Incharge Security, IGIMS, Patna if after a detailed enquiry, the said Committee holds the Security Agency or its deployed personnel responsible for the said lapse. The decision of the said Committee shall be binding in all aspects and Security Agency must comply with the decision within 30 days. The Security Agency will hereby submit an undertaking/ affidavit on non-judicial stamp paper of Rs.100/- duly notarized that complete security of the areas of Indira Gandhi institute of Medical Sciences, Sheikpura, Patna-800014 premises and property as per scope of work entrusted to its control shall be ensured by our Security Agency. Our security service shall be covered under "Fidelity Bond" through Insurance Agency or otherwise by the Security Agency itself for minimum sum of Rs. 50 Lakhs (Rupees Fifty Lakhs). The Insurance charges under Fidelity Bond shall be paid by me/us on loss of IGIMS, Patna property on account of theft, pilferage and any other manner if any, shall be recoverable from me/ us through Fidelity Bond or otherwise. *The Security Agency shall submit an undertaking in this regard.*
16. The Security Agency shall do and perform all such watch & ward services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated as herein and in accordance with such directions, which the IGIMS, Patna may issue direction from time to time and which have been mutually agreed upon between the two parties.
17. The Director/MS/Incharge Security, IGIMS, Patna shall have the right, within reason, to have any person removed, who is considered to be undesirable or otherwise and similarly Security Agency reserves the right to change the staff with prior intimation to Security Officer. **If Security Agency did not remove/replace within 01 day time, Penalty of Rs.10,000/- per day per episode will be imposed till new Security Guard join.**
18. The Security Agency shall be responsible for the safety and security of all property and equipment of IGIMS, Patna including that of the staff, residents and visitors. Damaged property of staff, hospital and visitors due any reason, the compensation has to be paid by security agency. A subcommittee will be constituted to look after this.
19. The Security Agency shall not be held responsible for the damages/ sabotage caused to the property of IGIMS, Patna due to the natural disasters/ riots/ mobs attack or any such other event of force majeure, except when on investigation it is found to be initiated by its personnel.
20. The security personnel engaged by the Security Agency should turn out dressed in neat and clean uniform (including proper name badges) and polished leather shoes. The Security Agency shall provide **distinctly identifiable uniforms to Security Guards (with arms), Security Guards (without arms), Quick Response Teams, Special Security Guards, Security Supervisors, Assignment Managers, Fire Supervisors, etc.** All security personnel must have "IGIMS Security" permanently & prominently embroidered/ printed on the front and back of their shirts / sweaters / jackets / raincoats and no security personnel wearing "IGIMS Security" uniform should be found on duty anywhere other than at IGIMS, Patna. Separate summer and winter uniforms must be provided by the Security Agency to all their security personnel. These uniforms must be congenial to the weather and operating conditions of the guard and in case of any complaint regarding the quality of uniform, IGIMS, Patna reserves the right to issue instructions to the Security Agency with respect to the uniform specifications. Other parameters of the uniform shall conform to the specifications in the PSARA 2005 and Bihar Private Security Agencies (Regulations) Rules 2011.
21. There shall be eight hours shift duty in general and the shift duty timings will be decided by IGIMS, Patna from time to time. Prolongation of the duty hours (more than 8 hrs. at a stretch) shall not be permitted in general. In exceptional cases such as any emergency like disaster, any IGIMS's functions, election of unions, agitation, epidemic etc. duty hours of any security personnel may stretch more than 8 hours is not permissible under any circumstances.

22. The Security agency will create a common pool of sufficient number of security supervisors/Guards for the deployment during leave/absents of regular guards/Supervisor. List of the same will be submitted before starting the work order. The security personnel on duty must report well in advance of their duty timings so as to mark their attendance and collect necessary documents/ instructions so as to reach their duty position on-time. During shift change, the security personnel on duty in the previous shift shall not leave his post without handover the charge to incoming security personal. There shall be a central control room manned jointly by IGIMS, Patna and the Security Agency's personnel. The Security Agency shall also prepare /maintain Duty Roster with breakup details of location/ area every month for deployment of security personnel in different locations/ areas and Security Officer will ensure to verify/ check the same every month as per deployment. Deployment of security personnel shall be strictly as per the documented deployment plan approved by IGIMS, Patna from time to time. The Security Agency shall provide adequate number of relievers in each shift at their own cost to cater to the needs of security personnel deployed in various areas. In no case shall any security personnel be found missing from their post due to reasons of going for nature's call, tea, etc. without calling for a reliever.
23. The Security Agency would also provide Salary Slip in bilingual Hindi & English to each security personnel deployed by them at IGIMS, Patna 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 the Security Agency)**
 - ESI Number of the Employee.**
 - EPF Number of the Employee.**
 - Wages details in all respects.**
 - Numbers of duty days**
24. The Security Agency should get medical check-up of its deployed staff at the time of their induction to ensure their fitness for the job assigned and annual medical check-ups as prescribed under PSARA (Bihar Private Security Agencies (Regulation) Rules, 2009). A record of the same shall be maintained in the personal file of the security personnel.
25. IGIMS, Patna will give basic inputs for and familiarise the security services required to be carried out by the personnel to be deployed by the Security Agency for its staff for 2 to 3 days and this period shall not be counted as on-duty.
26. **TOOLS AND EQUIPMENTS:-** The contractor has to provide the under mentioned security equipments & tools to his deployment security staff in the IGIMS, Patna within 30 days from the award of the contract at his own cost for proper management of security in the IGIMS, Patna Premises .

S.N	NAME OF THE EQUIPMENTS	MINIMUM NUMBERS
1	Torches with batteries(steel)(Rechargeable)	50 in nos
2	Search lights (Rechargeable)	50 in nos.
3	Door Frame Metal Detector	15 in nos.
4	Motor Bike like model (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel.(VEHICLE SHOULD NOT BE OLDER THAN 1 YEAR FROM THE DATE OF MANUFACTURING)	01 in number.
5	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. IGIMS, PATNA SECURITY.. (VEHICLE SHOULD NOT BE OLDER THAN 1 YEAR FROM THE DATE OF MANUFACTURING)	01 in number.
6	Radio walky-talky (MOTOROLA only)-The sets must cover must cover all parts of the campus	50 in nos. with charger
7	Uniform for all the security staff – The	6 monthly

	prevailing uniform dress code of IGIMS, Patna	
8	Cap-for all the security staff	01 in nos. for each person once in a year
9	Leather Boot-for all the security staff	01 in no. for each person once in a year
10	I-card-for all the security staff 01 in no. for each person once in a year	01 in no. for each person once in a year
11	Baton(cane-5 feet length)-	for all the security Guard 01 in no. for each person once in a year
12	Ceremonial dress-	50 pairs &Traffic lights and jacket As and when requirement only.
13	Rain coat(standard)-for all the security staff	01 in no. for each person once in a year
14	Umbrella 50 in nos. – Commercial Pole Umbrellas for exposed guard posts where permanent shade is not provided (2% of total deployment)	Once in a year
15	Woolen Jarshi (sweater))-	for all the security staff 01 in no. for each person once in a year
16	Guard Cover (Cane Shield)	50 in nos.
17	Helmet(steel) with protector	50 in nos.
18	Face reader Biometric machine 01 in each building Time and Attendance System)Backup	05 in nos.
19	Rechargeable Compact PA system (atleast 10W) with body worn speaker and Neckband / Single Ear headset	5% of total deployment
20	Computer, Printer and Web camera with internet BSNL Broadband Connection for issue of visitors pass and social 21 security information.	01 in nos. of each items
21	Telephone-landline-BSNL with incoming and outgoing	01 in number
22	Mobile-02 BSNL SIM card and 02 JIO SIM card with incoming & outgoing call. The SIM card and the mobiles must be in the name of agency up to the last day of contract period	04 in nos.
23	Vehicle Token	As and when requirement
24	Stationary Items	As and when requirement

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 Indira Gandhi Institute Of Medical Science, Patna, the selected security agency has to provide the above mentioned all the security equipments & its accessories from Sl.nos.01 to Sl.nos.24.with in (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.24, 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.

PENALTY: -PENALTY FOR LATE PAYMENT OF WAGES TO SECURITY PERSONNEL:

S.n	Complies with the act- As per payment of wage act	Normal Wage distribution week	Penalty event/occasion	Consideration case/event
1	Contraction obligation time to pay monthly min wages to the security personal deployed in IGIMS Patna	Incase month from 1th to 6 th	No penalty	In the event of bank strike/Bank Holiday
2.	Contraction obligation time to pay monthly min wages to the security personal deployed in IGIMS Patna	In each month from date 7 th to end of the month	Rs.0.25% of the total bill per day will be deducted from contractor monthly bill from service charges	
3	Contraction obligation time to pay monthly min wages to the security personal deployed in IGIMS Patna	If the contractor fail to provide the min wage to his deployed security guard even on completion of previous month	The principal employer will issue so cause notice to the agency and take necessary action accordingly.	

27. **Penalties Clause:** The following penalties may be imposed on the Security Agency on the recommendations of the Director/ Chief / Medical Superintendent/ Addl. MS/ Officer In-charge Security Services. The cumulative penalties deducted from the payment of monthly bills submitted by the Security Agency.

Offences	Penalties (In Rupees)
Security personnel not in proper Uniform	Rs.1000/- per instance/ personnel
Security Personnel indulging in smoking/ drinking/ sleeping or any other misconduct at IGIMS, Patna campuses	Rs.2000/- with removal of the offender plus statutory action/ penalty if any
Unsatisfactory Performance	<ul style="list-style-type: none"> • Adverse written report by Director / Chief / Medical Superintendent / Addl. MS/ security in charge: Rs.15,000/- per instance. • Other senior person of the Institute Rs. 5000/- per complain • Individual Written Complaint by patient/Visitor if substantiated by administrative authority: Rs.2000/- per instance

TOOLS AND EQUIPMENTS:-

S.N	Description of Events	Penalty (Financial) Deduction of money NO. from the monthly billing of the agency.
1.	Failure to provide the above mentioned all SI Nos. 01 to SI No 24 with above mention quantity within 30 days from the agreement of contract From 30th days onwards	RS.15,000/- will be deducted per day from the monthly bill. The deduction money of Rs.10,000/- must not hamper to security guards minimum wage The deduction money will be deducted from contractor services charges.
2.	Torch Light for each Missing/Deficiency/Defective/Not working	Penalty of Rs. 500/- will be deduct for each torch light from the contractor monthly bill
3.	Search Light Missing/ Deficiency/Defective/Not working	Penalty of Rs. 500/- will be deduct for each torch light from the contractor monthly bill
4	Door Frame Metal Detector Missing/ Deficiency/Defective/Not working	Penalty of Rs. 500/- will be deduct for each torch light from the contractor monthly bill
5	Four Wheeler Vehicle break down/Not of fuel/ Driver/Absent of Vehicle from Campus	Penalty of Rs. 10000/- will be deduct for each not available of reason per day from the contractors monthly bill.
6	Radio Walky Talky (MOTOROLA) Missing/ Deficiency/Defective/Not working Radio Walky Talky (MOTOROLA)	Penalty of Rs. 500/- will be deducted for, per each not working day from the contractors monthly bill.
7	Rain Coat Missing/ Deficiency/Defective/ Rain Coat not working	Penalty of Rs. 100/- will be deduct for each per person per shift from the contractor
8	Umbrella Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deduct for each not working day from the contractors monthly bill.
9	Guard cover Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deduct for each per day from the contractors monthly bill
10	Helmet Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deduct for each Helmet , per day from the contractors
11	Face reader Biometric Machine Missing/ Deficiency/Defective/ Not working	Penalty of Rs. 5000/- will be deduct for per system, per day from the contractors monthly bill
12	Loud Speaker Missing/ Deficiency/Defective/Not working	Penalty of Rs. 1000/- will be deduct for each Loud Speaker , per day from the contractors
13	Computer, Printer, Web Camera, Missing/ Deficiency/Defective/Not working	Penalty of Rs. 1000/- will be deduct for each Internet Computer, Printer, Web Camera, Internet Per system, per day from the contractors monthly bill.
14	BSNL Telephone Missing/ Deficiency/Defective/Not working	Penalty of Rs. 1000/- will be deduct for each BSNL Telephone, per day from the contractors monthly bill.
15	Mobile Missing/ Deficiency/Defective/Not working	Penalty of Rs. 1000/- will be deduct for each Mobile per day from the contractors monthly bill.
16	Car bottom view image lens Missing/ Deficiency/Defective/Not working/not available/not charged/non availability of balance	Penalty of Rs. 500/- will be deduct for each Mirrors) Car bottom view image lens per day from contractors monthly bill
17	Motor Bike with fuel Missing/ Deficiency/Defective/Not working/not available of petrol/break down	Penalty of Rs. 5000/- will be deduct for each Motor Bike per day from the contractors monthly bill.
18	Uniform Missing/ Deficiency/Defective/Not working/not issued by the agency/wear tear condition	Penalty of Rs. 1000/- will be deduct for Uniform per person per shift from the contractors monthly bill.
19	Leather Boot Missing/ Deficiency/Defective/Not working/not	Penalty of Rs. 500/- will be deduct for Leather Boot , per person per shift from the contractors monthly bill.

	available	
20	I-Card Missing/ Deficiency/Defective/Not working/not available/Expired date	Penalty of Rs. 100/- will be deduct for I-Card per person per shift from the contractors monthly bill.
21	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
22	Ceremonial dress (50 in nos.) Missing/ Deficiency/Defective/Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 500/- will be deduct for Ceremonial dress, per person per day from the contractors monthly bill.
23	Woolen Jarsi (sweater) Missing/ Deficiency/Defective/ Woolen Jarsi(Sweater) , Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 1000/- will be deduct for per person per shift from the contractors monthly bill.
25	Vehicle Token	Penalty of Rs.300/- will be deduct for Vehicle Token, per person per day from the Contractors Monthly Bill.
26	Stationary Items	Penalty of Rs.500/- will be deduct for Stationary Items in each occasion of the contractors monthly bill.

28. The Security Agency shall ensure the confidentiality of the business process IGIMS, Patna 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 instances punitive damages as desired by IGIMS, Patna authorities appointed by the Director, IGIMS, Patna shall be levied. This clause does not imply to matters already in public domain.
29. Any liability arising out of any litigation (including those in consumer courts) due to any act of the Security Agency's personnel shall be directly borne by the Security Agency including all expenses/ fines. The concerned Security Agency's personnel shall attend the Court as and when required as per law.
30. The Security Agency before deployment of personnel should get approval from Security Officer after providing: -
- **Educational certificate**
 - **Two passport photographs**
 - **Residency proof**
 - **Discharge certificate in case of Ex-Servicemen**
 - **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 documents/certificates of the security personnel after verification of the said documents/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 the Security Agency in each such case from their pending bills.
31. The Security Agency shall have his own Establishment/ Setup/ Mechanism, at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the service contract.
32. **“Letter of Award/Acceptance”** means the notice issued by the IGIMS, Patna to the Security Agency communicating the date on which the work/ services under the service contract are to be commenced.
33. If, Security Agency is a partnership firm of two or more persons, all such persons shall be jointly and severally liable to IGIMS, Patna for the fulfilment of the terms of the service contract. Such persons shall either sign together or designate one of them to act as authorized signatory. The joint partnership shall not be altered without approval of IGIMS, Patna authorities. Necessary punitive measures as deemed fit by IGIMS, Patna authorities shall be initiated in such circumstance.
34. During the course of the service contract, if any security personnel belonging to Security Agencies are found to be indulging in any corrupt practices legal or criminal, causing any loss of revenue, damage to the property or reputation of IGIMS, New Patna, the later shall have right to terminate the service contract forthwith and it would ensure forfeiting of Performance Security of the Security Agency.
35. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Security Agency for carrying out job of this service contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the IGIMS,

Patna 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 IGIMS, Patna from the Security Agency by deduction from money due to the Security Agency or from the Performance Security.

36. If any money shall, as the result of any instructions from the Labour Authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by IGIMS, Patna such money shall be deemed to be payable by the Security Agency to IGIMS, Patna within seven days. IGIMS, Patna 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.
37. The Security Agency shall not engage any sub Security Agency or transfer the service contract in part or full to any other person/ entity in any manner.
38. The Security Agency shall indemnify itself and should be responsible to protect IGIMS, Patna from and against all claims, damages, losses and expenses arising out of, or resulting from the works/ services under the service contract provided by the Security Agency.
39. **Physical standards for Security Guards should be as per the PSARA 2005 and Bihar Private Security Agencies (Regulation) Rules, 2011.**
40. **Educational Qualification & Age Limit/ Standard of Physical fitness for Private Security Guard:-**
41. a. *Matriculation from a recognized School / Board*
42. b. The Security Agency shall not employ/deploy any Security Guards Civilian below the Age of 18 years and *above the age of 40 years*. However, age limit for Assistant Security Officer, Security Supervisor & Security Guards (Ex-Serviceman/ Ex- Para Military,) should not be below the *age of 30 years and above the age of 50 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.
 - Assignment manager 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.
 - **Any deviation from above mentioned, the selected bidder will liable to penalty of Rs. 10,000 per episode.**
43. Before deployment of security personnel on duty the Security Agency shall invariably produce the individual along with proof of relevant documents/ certificates as specified in Clause 28 in respect of Civilian and Ex-Servicemen security personnel before Security Officer who will scrutinize all the documents/ Certificates of the security personnel for deployment. The records of such approved security personnel shall be maintained by Security Department as well as by the Security Agency. A separate personal file with the

following contents shall be maintained at IGIMS, Patna for each guard: copy of AADHAR card, educational qualification proof, police verification, physical standards checklist, valid medical check-up certificate, training certificates and proof of SSSDC certification. The Security Agency shall also ensure that no security personnel are deployed without scrutiny of documents/ certificates by Security Department of IGIMS, Patna failing which such person if deployed shall not be deemed to be 'on duty.' Security Officer will also maintain all the records of the approved security personnel employed by the Security Agency. No, security personnel will be deployed without scrutiny of the documents/ certificates and interviewed by the Security Officer in accordance with physical standard for deployment as specified in Clause 37.

38. In accordance with the **National Skill Development Mission of the Government of India the qualifications of the security personnel (Assignment Manager, Security Supervisor, Security Guard (with arms), Security Guard (without arms) etc.) must be as per the qualification packs and National Occupation Standards (QP/NOS) of the Security Sector Skill Development Council (SSSDC) and requirements under PSARA Act, 2005 (Bihar Private Security Agencies (Regulation) Rules,) wherever prescribed.** Ex-servicemen from Armed forces/ Police forces/ Paramilitary forces not less than the rank of Captain or equivalent for the post of Assignment Manager or MBA in manpower management having 3 yrs experience in managing security services in big Government/corporate hospital in. Security Supervisors & Fire Supervisors shall be preferably from Ex-servicemen category (minimum rank of Ex-JCOs or equivalent in Police/Paramilitary force) if found suitable. Fire Supervisors must have undergone resettlement course in fire fighting for not less than 3 months (ESM) or Diploma course in Fire fighting from a Government recognised Institution. The Security Agency shall provide honourable discharge proof of Ex-Servicemen and Security Officer/Incharge may get it verified on their own.
40. **The deployment of security personnel shall be subject to Security Agency submitting the following documents within 60 days of commencement of this service contract:**
(a) **Endorsed Police verification request for all security personnel deployed**
(b) **SSSDC Certification of all security personnel deployed.**
Thereafter no deployment shall be made for security personnel whose police verification has not been applied for and those who are not SSSDC certified. The Security Agency may maintain a reserve pool of trained personnel at its end to provision for replacements as necessary.
41. In areas dealing with women/ patients relatives or staff the Security Agency shall ensure presence of adequate number of female security guards and female Security supervisor in designated areas in each shift or as directed by the concerned Department from time to time.
42. The Security Agency shall get all their security staff screened for visual, hearing, physical defects and contagious diseases and will provide a **health certificate** to this effect for each personnel deployed. IGIMS, Patna will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit security personnel shall be deployed for duty.
43. The security personnel engaged by the Security Agency shall not take part in any labour union and association activities.
44. The Security Agency shall bear all the expenses incurred on the following items i.e. provision of Cree LED torches and cells, batons / umbrellas, inverted mirrors etc. to the security staff, stationary for writing duty charts and registers at security check points and record keeping as per requirements.
45. 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 service 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 Security Agency from the list of Security Agencies/ such security staff will not be taken further on duty/ service contract will be terminated and consequential forfeiture of Bid Security/ Performance Security already deposited against the service contract.
46. The Security Agency will provide dedicated functional walkie-talkie sets to each Assignment Manager, Security Supervisors, Fire Supervisors, Special Security Guards, QRT Members and Security guard. In addition, Security Agency must provide on-site at IGIMS, Patna, walkie-talkie sets equivalent to 20% of its total Security Guards deployment so that there is at least one guard equipped with a wireless set in each area as specified by IGIMS, Patna to ensure effective and timely communication between them. The Security Agency shall be responsible to purchase requisite wireless service subscription for its deployed walkie-talkie sets during the validity of the service contract. It must be ensured that the walkie-talkie handset is charged, and is present on person with the concerned security personnel at all times. The Security Agency may provide additional reserve batteries, if needed.

47. IGIMS, Patna shall not be responsible for providing residential accommodation to any of the employee of the Security Agency.
48. IGIMS, Patna shall not be under any obligation for providing employment to any of the worker of the Security Agency after expiry of the service contract. IGIMS, Patna does not recognize any employee employer relationship with any of the workers of the Security Agency.
49. 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 the tender/ service contract, IGIMS, Patna be 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.
50. Security personal whose performance is found not satisfactory, the institute has right to remove immediately without any information and replacement should be provided within 24 hours.
50. If any underpayment is discovered, the amount shall be duly paid to the Security Agency by the IGIMS, Patna.
51. The Security Agency shall provide the copies of relevant records during the period of the service contract or otherwise even after the service contract is over whenever required by IGIMS, Patna etc.
52. The Security Agency will have to deposit the proof of depositing employer's/ employee's share of contribution towards EPF (including Employer's/Employee's share of contribution for Provident Fund, Pension Fund, EDLI, Admn. Charges etc.), ESI etc. of each employee in every month. The documentary proof of EPF, ESI contributions to concerned authorities should be submitted clearly indicating therein individual name of security personnel instead of a consolidated statement of documentary proof of EPF, ESI contributions which should be avoided. Similarly, for Goods & Service tax also documentary proof of deposits in respect of IGIMS, Patna should be submitted instead of consolidated statement of GST deposits for all the contracts/ works undertaken by the Security Agency should be avoided.
53. The Security Agency should have round the clock control room service in Delhi along with quick response teams to deal with emergent situations.
54. The Security Agency shall provide the following equipment in functional condition along with necessary consumables / spares at all times at IGIMS, Patna:
 - a) Hand Held Metal Detectors (HHMD)
 - b) Push to Talk Walkie Talkie sets & base stations / subscription as prescribed in Clause 51
 - c) Inverted mirrors
 - d) Rechargeable Compact PA system (atleast 10W) with body worn speaker and Neckband / Single Ear headset (5% of total deployment)
 - e) Handheld / Shoulder Sling Megaphone (atleast 20W)
 - f) Commercial Pole Umbrellas for exposed guard posts where permanent shade is not provided (2% of total deployment)

In addition, the following equipment must be provided for each unit separately in addition to that mandated under PSARA for security personnel as applicable and it must be ensured that the said personnel use it appropriately:

For all Security Personnel posted in areas outside permanent buildings (outer areas):

- Mobile Phone with functional SIM card if post not provided by company with walkie-talkie
- Heavy Duty Whistle
- Rain Coat with reflective stripes (to kept on standby at all times)
- Rain Boots (to kept on standby at all times)
- Full Size Umbrella (Black) (to kept on standby at all times)
- Heavy Duty Baton (must during night shift)
- Cree LED Flashlight (atleast 200 lumens) with holster & replacement batteries (night shift)

For at least 50% of Security Personnel posted in night shift in indoor areas:

- Folding / Collapsing Baton with belt holder
- Cree LED Flashlight (atleast 200 lumens) with belt holster & replacement batteries

For all Security Personnel (in all shifts) posted on traffic duty / parking duty / campus & building entry gates:

- Reflective Safety Jacket / Vest
- Heavy duty whistle

- Colour changing Marshalling Wand/Traffic Baton with Red & Green LED lights visible during day & night (alongwith adequate reserve batteries / replacements for charging intervals)
- Rain Coat with reflective stripes (to kept on standby at all times)
- Rain Boots (to kept on standby at all times)
- Full Size Umbrella (Black) (to kept on standby at all times)

For Security Control Room:

- High Intensity Cree LED Flashlight (at least 1000 lumens) – 05 Nos.
- Yellow-Black Barricading Tape – 1000m (to be replenished as per need)
- First aid kit
- Polycarbonate Shield – 5 Nos.
- Incident Command Kit Bag with Walkie-Talkie, Mobile Phone, Megaphone, Barricading Tape, Duct Tape, Forced Entry Tools, Cutter, Notepad, Pen, Marker, Rope-20ft, Safety vest, Flasher, N-95 mask, whistle, batteries, nitrile gloves, etc.

For Fire Control Room:

- Self Contained Breathing Apparatus with all accessories: 2 Nos. (BS EN 137 or equivalent certified)
- Firefighter: Suit, Helmet, Gloves & boots – 2 sets (BS EN 469/659/15090 or equivalent certified)
- Fire Rescue toolkit: Rescue Knife, 24" Crow Bar, 24" Bolt Cutter, Hack Saw, 18" Insulated Cable Cutter, Duct Tape, Insulated Gloves (BS EN 60903 or equivalent certified), Carrying Case, etc.

55. The Security Agency shall submit a detailed checklist and certificate along with each bill to the effect that the payments have been made to the employees as per approved wages, acquaintance roll and all labour laws obligations have been complied with including payment of over time allowance. In order to confirm the correctness of payment accounts to right party., the Security Agency has to submit adequate documentary proof of depositing EPF (including Employer's/Employee's share of contribution for Provident Fund, Pension Fund, EDLI, Admn. Charges etc.), ESI contributions and GST of preceding month in concerned authorities along with bills. Documentary proof of EPF, ESI contributions should be in individual name of security personnel. The Security Agency shall submit an affidavit on non-judicial stamp paper of Rs.10/- that they have deposited EPF & ESI contributions of actual numbers of personnel in concerned authorities mentioned in the bill and all the security personnel have been issued Salary Slip with full details in all respect as specified in Clause 22 for the month they claimed for the payments.

Obligation of the Security Agency: -

56. The Security Agency shall ensure full compliance with tax laws of India with regard to this service contract and shall be solely responsible for the same. The Security Agency shall submit copies of acknowledgements as a proof of filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the Security Agency in respect thereof, which may arise.
57. **Force Majeure: -** If at any time during the period of the service contract, either party is subject to force majeure, which can be termed as natural disasters or, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the service contract in respect of such performance of their obligations. The obligations under the service contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the service contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or 21 days, whichever is more, either party may at its option terminate the service contract.
58. **Dispute Resolution: -**
- (a) Any dispute and or difference arising out of or relating to this service contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director, IGIMS, Patna.
 - (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
 - (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of the service contract, neither party shall be entitled to suspend the work /service to which the dispute relates on account of the arbitration and payment to the Security Agency shall continue to be made in terms of the service contract. Arbitration proceedings will be held at Delhi/New Delhi only.

59. **Jurisdiction of Court:** - The courts at Patna shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
60. The Security Agency shall maintain the following records:
- (a) **Daily attendance Register**
 - (b) **Guard Checking Register**
 - (c) **Daily Order Register**
 - (d) **Incident report Register**
 - (e) **Documents related and covered by Labour Authority which must be displayed and authenticated by local labour officer.**
 - (f) **Beat-Book for respective Security Guard.**
61. The Security Agency shall compliance all the statutory provisions as laid down under various Labour Laws/ Acts/ Rules like Minimum Wages, EPF, ESI etc. and Contract Labour (R&A) Act 1970 and other Labour Laws/Acts/ Rules in force by the Government from time to time at its own cost. In case of violation of such statutory provisions under Labour Laws and/ or any other law applicable, by the Security Agency, there will not be any liability on part of IGIMS, Patna and appropriate action against the Security Agency will be taken under provisions of the service contract.
62. The Security Agency shall provide uniformed and trained personnel and use its best endeavour to provide watch & ward services to IGIMS, Patna for providing safety, monitoring and surveillance. Rates quoted are inclusive of all statutory obligations of the Security Agency under Minimum Wages Act, Contract Labour (R&A) Act, EPF Act (including Employer's/Employee's share of contribution towards EPF, EPS, EDLI, Admn. Charges etc.), ESI contribution, uniform outfit/ washing allowances, weekly-off replacement/ relieving charges, cost of uniform of personnel deployed by the Security Agency, all kinds of taxes including GST, service charges, labour cess, surveillance equipment, vehicles etc. of the Security Agency. The quoted rates will be applicable for per shift of eight hours per person per month basis. On revision of minimum wages of security personnel for watch & ward services the prorata enhancement in service contract payment shall be made subject to the conditions that the full benefit will be fully passed on to the security personnel for releasing the payment at enhanced rates against the actual number of security personnel deployed by the Security Agency from time to time. Payment of wages for security personnel shall be based on applicable Minimum Wages (Basic plus VDA) and thereon fringe benefit under labour laws obligations and allowances, if any as per the following:

63. The approved Security Agency shall not be entitled to any increase in the approved rates till expiry of the service contract. However, any revision in minimum wages by Bihar Government and any amendment in ESI Act, EPF Act, statutory obligations and taxes/ levies notified by concerned Government authorities during currency of the service contract, would be considered proportionately in written request of the Security Agency well in time with support of adequate documentary proof like copy of Government Notification/ Orders from time to time for passing it on fully to the security personnel against actual number of security personnel deployed by the Security Agency subject to audit check by IGIMS, Patna etc. as and when required.
64. The Security Agency shall submit the following information invariably to make payment through RTGS/NEFT. “The payment in pursuance of watch & ward services will be made through RTGS/NEFT & charges incurred for affecting such electronic transfers will be borne by the Security Agency. The details of present charges for NEFT/RTGS are as under:
- | | |
|--|-------------------------------------|
| <u>NEFT:</u> Up to Rs.1 lakh | --- Rs.5/- per transaction |
| <u>RTGS:</u> Rs. 1 lakh and above & upto Rs. 5 lakh | --- Rs.25/- per transaction. |
| Rs.5 lakh and above | --- Rs.50/- per transaction |

To make payment through above said mode, the Security Agency has to submit the following information invariably along with bills furnishing for payment:

- i) **Name of the Beneficiary.**
- ii) **Bank Account No. of the beneficiary.**
- iii) **IFCS Code of the Bank/ Branch.**
- iv) **Permanent Account Number (PAN)**
- v) **GST Registration Number**

Failing which their payment will not be release.

65. Statutory deduction will be made as per provision of different act under Govt of Bihar/Govt.

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES**SHEIKPURA, PATNA-800014****Ref.F.No...../Watch & Ward Services/2020-21/St.****TENDER FORM FOR PROVIDING WATCH & WARD SERVICES FOR THE UNIT- ()**1. **Tender fee for specific Unit-(____)** : **Rs. _____/- (Rupees _____ only)**

Affix self attested P.P. size recent photograph of the authorised representative of the bidder

2. Due date & time for tender submission : _____
3. Opening date & time of tender : _____
4. Name, address of agency with Tel. No., Fax No. & email address : _____

5. Registration No. of agency : _____
6. Name, designation, address and Tel.No., Fax No. & email address of authorized person of agency to deal with : _____

7. Please specify as to whether bidder is sole proprietor/ partnership firm/ Pvt. Ltd./ Ltd. and name address & Tel.No. Fax No. & email address of all Directors/ partners should be specified : _____

8. Copy of PAN/TAN No. issued by IT Department and copy of previous Financial Year's ITR : _____
9. GST Registration Number : _____
10. EPF Registration Account number with code : _____
11. ESIC Registration Number with code : _____
12. As per PSARA 2005 - Licence number under Delhi Private Security (Regulation) Rules 2009 issued by Govt. of NCT of Delhi and its date of validity. : _____

13. Details if Bid Security deposited : _____
- (a) Amount : _____
- (b) PO/DD/. in favour of Director, IGIMS, Patna, payable at Patna : _____
- (c) Date of issue : _____
- (d) Name of issuing Bank with address : _____

14. Any other information/ documents : _____
15. Declaration by the bidder : _____
16. Labour Licence No. issued by Labour Department : _____

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

(Signature of the bidder)
Name and Address (with seal)
Tel. No. ,Fax No. & email address

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES

SHEIKPURA, PATNA-800014

Ref.F.No...../Watch & Ward Services/2020-21/St.

SCOPE OF WORK OF THE SECURITY AGENCY

Indira Gandhi Institute of Medical Sciences is a “Residential Medical Science University”. Patients from all over the state come to the IGIMS, Patna. It provides patient care service (both outdoor and inpatients), performs the function of a university with teaching staff and students residing in the campus as well as functions as a major research facility. About 10,000 people and 1,000 motorised vehicles come to the institute from outside every day.

The Security Agency shall have to provide 24x7 watch & ward services in areas contained in Unit ‘A’ & Unit-‘B’ at IGIMS, Patna campuses. Invariably, the security personnel are the first point of interface with the patient 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.

The Security Agency shall ensure protection to both public and private property, personnel, inhabitants of the institute, prevent trespass in the assigned area/s with/without arms, perform watch & ward functions including night patrol on the various points and prevent the entry of stray animals (dogs, monkeys, cattle and pigs etc.), anti-social elements, unauthorized persons and vehicles into the campus and buildings in the assigned area(s).

DUTIES AND RESPONSIBILITIES OF SECURITY PERSONNEL

1. Assignment Manager, Security Supervisors/Fire Supervisors of particular assigned areas/buildings under their charge shall be responsible for the overall security arrangements. Respective Assignment Manager shall have a daily interaction with the Centre Chief/Medical Supdt. or their designated representatives to provide and obtain feedback on the quality of services rendered.
2. All Assignment Managers, Security Supervisors/Fire Supervisors will ensure that the instructions of the IGIMS, Patna Management (conveyed through Security Officer) are strictly adhered to without any lapse.
3. The agency will deploy physically a manager level person in hospital during office hours to take input and to manage supervisors/security guards. He will coordinate with administration for every issue.
4. The Hospital areas are visited by patients, their attendants, faculty and staff of IGIMS, Patna. No unauthorised persons like medical representatives/sales agents/touts etc. are to be allowed to enter the building(s). Access to wards is to be allowed only on the basis of passes issued by IGIMS, Patna
5. No equipment/engineering materials/consumables are to be allowed to be taken out of the buildings without proper gate passes issued by the competent officers as laid down in the service contract or authorized by the employer for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the security personnel.
6. Identity Card displayed by officials of IGIMS, Patna are to be checked by security guard.
7. Deployment of Assignment managers, Security Supervisors/ Fire Supervisors, Security Guards (with arms) & Security Guards (without arms) will be with the concurrence of Security Officer of the IGIMS, Patna and the same will be monitored personally by the Security Officer from time to time and will be responsible for its optimum utilization.
8. **The security personnel to be deployed in the premises on Holidays and Sundays will be assessed as per actual requirement and the number of personnel may be suitably reduced.**
9. Assignment Managers, Security/ Fire Supervisors, Security Guards (with arms) & Security Guards (without arms) will also take round of all the important and sensitive points of the premises as specified by IGIMS, Patna through Security Officer.
10. Security Guards on duty will also be responsible for the safety of vehicles, scooters/motor cycles/bicycles parked in the campus and locations within the premises of the IGIMS, Patna.
11. **The campuses have to be made and maintained free of stray animal (dogs, monkey, cattle, pigs or any such).If any such incidence found penalty of Rs. 2000/- per episode will be imposed.**

12. Security Guards on patrol 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. Security agency has to compensate if found missing.
13. It should be ensured that flower plants, trees and lawns are not damaged.
14. Security Supervisors/ Fire Supervisor & Security Guards should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
15. In emergency situations, Security Supervisors/Fire Supervisors & Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the IGIMS, Patna. Security guards/Supervisors should be sensitized for their role in such situations.
16. Assignment Managers, Security Supervisors/Fire Supervisors of specific blocks/floors/areas shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instructions and redress the complaints as may be raised in the said meeting.
17. Assignment Managers, Security Supervisors/Fire Supervisors & Security Guards are required to display courteous behaviour, especially towards women employees and visitors.
18. Security Guard on duty shall not leave the premises until his reliever reports for duty. Adequate number of relievers must be provided by the Security Agency so that the posts are not left vacant in case of nature's call.
19. Any other provisions as advised by the IGIMS, Patna authorities may be incorporated in the service contract/agreement. The same shall also be binding on the Security Agency.
20. The Security Agency through men/infrastructure deployment will ensure proper security entry and exist points at various areas of IGIMS, Patna campuses.
21. **Duties & Responsibilities of Fire Supervisors:**
 - a) Readiness to respond the fire in the concerned area.
 - b) To train the security personnel in concerned areas to fight against fire.
 - c) To maintain inventory of firefighting material.
 - d) To check the firefighting system daily and report to concerned officer in case of any equipment/fire extinguisher non-functional.
 - e) In case of fire, first responder and to inform all concerned.
22. **Duties & Responsibility of Assignment Managers:**
 - a) To perform duty as shift Incharge for the areas assigned.
 - b) Assess deployment-specific training requirements for personnel
 - c) Provide pre-induction/ on-the-job training to the security unit
 - d) To supervise the work of Security & Fire Supervisors and Security Guards.
 - e) To check the security posts and deployment of security guards at various security points as per duty roster.
 - f) 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 incidents happening at the Institute.
 - g) To assist the Security Officer in collecting information regarding security/ law and order problems.
 - h) To report matters to the police as per direction of Security Officer.
 - i) To carry out patrolling and checking duties.
 - j) To investigate minor cases of theft etc. as assigned by Security Officer.
 - k) To perform any other duties that may be assigned to him from time to time by Security Officer,
 - l) 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 Institute.
 - m) To supervise all security personnel and educating them of the various procedures and systems approved by the Management/ Institute.
 - n) Update and sign of all the Daily Security Report and same should be furnished to Security Officer.
 - o) Assist and assign security personnel in medical emergencies.
 - p) To advise/suggest better ideas to Security Officer proactively on all security related issues for running zero tolerance services.
 - q) Ensure the safety and security of all assets and goods of the Institute.

I – MAIN ENTRY GATES:

There are four many vehicular gates and few pedestrian entry/exit points in the campuses

1. Guards with communication devices should be posted at the gates.
2. Guards for any eventuality and with communication devices should be posted at the gates.
3. Traffic entering should be regulated with signage (provided by the IGIMS, Patna on request as required)
4. Hand over entry token to all vehicles and collect the same on exit.
5. Screening of vehicles with inverted mirror.
6. Recording of registration number of vehicles (entry as well as exit) as and when required
7. 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.
8. 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.
9. Commercial vehicles exiting the institute should be randomly checked for entry authorization as well as gate pass at the time of exit for preventing pilferage and thefts.

II - TRAFFIC & ROADSIDE MANAGEMENT:

1. There should be dedicated guards/personnel with identifiable dress to act as traffic marshals for managing the traffic flow will be deployed by the Security Agency.
2. Implementation of integrated traffic management system which facilitates patient movement in minimal time, keeping the residential areas free from unauthorized entry by patient/visitors/relatives and their vehicles.

In addition, the Security Staff should:

1. Enforce one-way movement of traffic in consultation with Security Officer.
2. Ensure that vehicles are parked at designated parking places/slots only.
3. Identify areas where no parking is to be allowed and enforce no parking restrictions.
4. Remove vehicles parked at unauthorized places Or tyre lock system/jammers to be used in case towing is not possible.
5. Advise pedestrians to use footpaths and prevent jay walking.
6. Identify areas for pedestrian crossing, establish zebra crossings and ensure that vehicles give right of way to pedestrians at zebra crossing.
7. Keep all footpaths and open areas free from squatters at night. All such persons are to be shifted to night shelters.

III - EMERGENCY/CASUALTY AREA SERVICES:

1. The Emergency Department/Casualty is where people under life threatening conditions are brought in. The atmosphere in this area is usually charged and volatile. At all times 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 assessment 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, and frisking of suspected persons and their belongings in these areas. Security personnel are required to be present inside these areas where doctors/nurses function so as to avoid any unpleasant incident.
2. The Security Agency will ensure that the law and order is maintained in high order in both the emergencies round the clock to avoid any violence and assault on staff and doctors.

IV - REGISTRATION FOR OPD:

Security guard shall

1. Ensure that no vehicle is parked in front of all the OPDs and of the Main Hospital.
2. Distribute tokens for patient registration wherever required.
3. Ensure formation of queues of people wanting for registration.
4. Ensure that people go to the registration counters only when their token number is called if applicable.
5. Use effective crowd management techniques.

6. Ensure that there is no rowdysm, hooliganism in the area and that there is no intimidation of staff on duty.
7. Allow only one attendant with every patient to enter the OPDs after registration unless the physical condition of the patient requires more than one attendant.

V - OPDs:

1. Persons entering into OPD shall be screened by HHMD and routed through DFMDs, if installed in due course.
2. Staff entry to be checked by examination of Identity Card.
3. Baggage shall be scanned by security staff by HHMD and do physical checks.
4. Entry shall be permitted as directed by Security Officer.
5. Proper discipline has to be maintained by the security personnel.
6. Entry will be restricted to one patient with one attendant. Sick patients/ patients requiring assistance may be allowed two relatives (or there should be social worker/ guides/ attendants to provide help).
7. Crowd management. Patient will be made to sit properly and wait for their turn to be called as per their allowed turn.
8. Prevent entry of unauthorized personnel like touts/ Medical representatives/Salesmen etc.

VI - ENTRY GATES OF HOSPITAL AND CENTRES:

The following security checks to be carried out:

1. HHMD to be provided for proper security check by the Security Agency.
2. Entry of the attendant and patients should be with the passes and admission slip (issued by IGIMS, Patna).
3. Staff entry will be allowed after inspection of Identity Card.
4. 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.

VII - WARDS

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

1. Most patients shall be allowed one attendant at the bedside to help with their physical and emotional needs. Passes are issued for each patient at the time of admission. The security guards at both entrance (main entry to ward block and also individual wards) should check passes before allowing the relatives to the ward.
2. Security guards should also check the respective corridors and not allow the relatives to sleep or roam around unnecessarily in corridors and sitting/standing in group chatting, eating meals, etc.
3. Relative of private ward patient shall to be allowed to enter from the private ward gate, others should enter from general ward entry.

VIII – Medical College

1. Security guards should check the Identity (checking I-cards) of people walking/entering into teaching blocks. Patient's relatives should be allowed to enter the hospital through the hospital entrances only. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/ equipment being taken out shall be followed.
2. Security should also restrict the entry of representatives from pharmaceuticals/sales personnel who often crowd the corridors causing inconvenience to the working staff.
3. Corridors and fire staircases should be kept clear and open.

IX - HOSTELS

1. Regulate entry and exit into hostels.
2. Prevent unauthorized persons from gaining access into the hostel.
3. Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
4. Check all incoming vehicles and ensure their parking at designated places.
5. 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.

6. Enforce implementations of the instructions of the Hostel Supdt. for entry & exit. timing for students and visitors.
7. To prevent any clashes amongst resident students.
8. To prevent ragging.
9. Surveillance of commercial areas like Cafe, Juice shop, Tailor shop, general items shop, computer and photocopy shop, tea vending shop, barber shop etc.

X - RESIDENTIAL COMPLEXES:

1. Perimeter patrolling and foot patrolling on streets.
2. Manning of entry and exit points both vehicular and pedestrian.
3. Facilitating removal of unauthorized vehicles and two wheelers
4. Regulating movement of traffic by setting up temporary barricades. (Prevent entry of vehicle to park in residential area).
5. Reporting dysfunctional street light & other fixture etc.
6. Supervising and checking unauthorized residents of servant quarters.
7. Prevent Gambling and drug peddling in the campus.
8. Restriction of employees of Engineering Services Department without Identity Card.
9. To prevent damage/theft/loss of movable and immovable property of the inhabitants.

XI - DEPARTMENTS:

Many departments are located in separate centres/buildings. Most of these have expensive equipment. Similarly, laboratories need regulated access. The Security Agency will have to provide round the clock surveillance of such buildings/laboratories for securing the assets including switching off of extra lights and fans and for preventing unauthorized access. There will be zero tolerance for unauthorised access and record of all access/entries into such restricted places/areas would have to be maintained by the security personnel. The Security Agency would be required to interact frequently with the Heads of Departments etc. for ensuring that security arrangements are up to their satisfaction.

XII-GENERAL

1. **Security Control Room: Service:** The Security Agencies of Unit- 'A' & 'B' shall establish separate control room(own cost) to be manned 24x7 with proper communication and surveillance equipment. There must be at least one supervisor from both the Security Agencies round the clock. The supervisor to be deployed in Security Control Room shall preferably having experience of working in Communication branch. The Control Room shall activate the QRV/QRT as and when required.

Quick Response Vehicle (QRV): The Security Agencies will deploy at least one QRV each to be stationed near the Security Control Room. The base vehicle should be **Innova / Scorpio / Bolero / equivalent**. The QRV's shall have external lights, markings & Logos fixed as approved by Security Officer. The QRV's would have dedicated qualified drivers and must be available 24x7 for any kind of emergency situations like Mob Control, Fire Fighting and control of crowd/ traffic during VIP movement etc. The QRVs must be trackable through GPS System and their position should be continuously monitored in the Security Control Room at IGIMS, Patna along with their response times. GPS Tracking logs for at least 3 months must be preserved without fail.

The Quick Response Team (QRT) stationed in the QRV in each shift shall comprise of the following:

1. Security Supervisor In charge QRV (01)
2. Fire Supervisor (01)
3. Special Security Guard (with additional training in fire-fighting as well) (02)

These personnel shall be drawn from with the total deployment of IGIMS, Patna placed at Annexure 'XII'. All security personnel deployed in QRV must wear distinct clothing with QRT markings and must be equipped with Walkie Talkie handsets and mobile phones.

The following equipment must be available in each QRV and the security personnel in QRV must be adequately trained in using them:

- High Intensity Cree LED Flashlight (at least 1000 lumens) – 02 Nos.
- Yellow-Black Barricading Tape – 1000m (to be replenished as per need)
- First aid kit

- Folding Stretcher – 2 Nos.
 - Polycarbonate Shield – 2 Nos.
 - Traffic Cones – 4 Nos.
 - ABC Type Fire Extinguisher – 1 Nos.
 - Incident Command Kit Bag with Walkie-Talkie, Mobile Phone, Megaphone, Barricading Tape, Duct Tape, Forced Entry Tools, Cutter, Notepad, Pen, Marker, Rope-20ft, Safety vest, Flasher, N-95 mask, whistle, batteries, nitrile gloves, etc.
 - Self Contained Breathing Apparatus with all accessories – 2 Nos. (BS EN 137 or equivalent certified)
 - Firefighter - Suit, Helmet, Gloves & boots – 2 sets (BS EN 469/659/15090 or equivalent certified)
 - Fire Rescue toolkit: Rescue Knife, 24" Crow Bar, 24" Bolt Cutter, Hack Saw, 18" Insulated Cable Cutter, Duct Tape, Insulated Gloves (BS EN 60903 or equivalent certified), Carrying Case, etc.
2. **Provision of Patrolling vehicle:** - The Security Agency shall provide enough number of patrolling vehicles consisting of four wheelers, motorcycles and cycles at his own cost for patrolling, general duties, to carryout checking at distant areas and other vital points. The Security Agency shall provide at least one four wheeler & three two wheelers for the units entrusted under its control. All patrolling vehicles must be fitted with GPS Trackers and their location, movement and availability must be trackable at any point from the IGIMS, Patna Security Control Room. GPS Tracking logs for at least 3 months must be preserved without fail.
3. **Provision of towing cranes:** The Security Agency shall ensure that vehicles are not parked in the “No Parking Areas”. For this purpose, the Security Agency shall provide 1 cranes along with requisite manpower in units entrusted to it, for restraining / removing the vehicles parked in unauthorized place or unauthorized vehicles parked in designated parking. The Security Agency shall be entitled to levy tow away charges on such vehicles. The tow away charges shall be as fixed by IGIMS, Patna from time to time.

Cranes provided by the Security Agency must be hydraulic cranes for lifting of vehicles. One hydraulic crane shall be available round the clock (24 hours) to remove the vehicles parked in non-parking area to deal with emergency situations. All cranes must be fitted with GPS Tracking system and their location must be monitored on real time basis from IGIMS, Patna Security Control Room. GPS Tracking logs for at least 3 months must be preserved without fail. The Security Agency shall strictly abide by the Motor Vehicle Act and National Green Tribunal rules for providing the cranes. The expanses of GPS will be borne by Security Agency.

The Security Agency would be responsible for the safe custody of the vehicles towed away to the designated area provided by IGIMS, Patna. The Security Agency shall be liable for the damages or for the losses of vehicles or its fixtures that may occur as a result of towing away of the incorrectly parked vehicle.

The placement of crane in at IGIMS, Patna Campus shall be decided by the Security officer. The decision of Security Officer shall be final and binding on the Security Agency in this regard.

Tow away charges:

- a) **Vehicles bearing IGIMS, Patna insignia, in case their vehicles are found parked at “No Parking” Area**
- (i) **Rs. 50/- per car/four wheeler**
 - (ii) **Rs. 25/- per scooter/two wheeler**
- b) **For general public:**
- (i) **Rs. 200/- per car/four wheeler + admissible parking charges**
 - (ii) **Rs. 100/- per scooter/two wheeler + admissible parking charges**
4. The Security Agency shall get car token printed at his 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.
5. The Security Agency will ensure that its security personnel will perform only one eight hour shift in one day.
6. An undertaking shall be taken by the Security Agency from their security personnel that they will not seek employment with any other organization during their deployment at IGIMS, Patna.

7. On duty ground, security personnel of the Security Agency will also ensure that there is no stray animal menace/ nuisance within campus areas.
8. **Co-ordination Meetings:** Security Officer Will hold co-ordination meetings with Signatory of the contract of Units- 'A' & 'B' will be held monthly on Wednesday 1st week of month. It shall be ensured that there is no tossing of responsibility between the two Security Agencies from time to time.
9. **Liaison with Police:** The Security Agencies will regularly liase with the SHO Shastri Nagar, the In-charge of the Police Post at IGIMS, Patna and other police posts in areas where deployed. In case there is requirement of lodge FIR due to any reason related to security issues, the security agency will do all the process itself. Institute is not responsible for this issue.

FORM OF BANK GUARANTEE FOR BID SECURITY

(Refer Clause 8.6.1 of the NIT)

(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we _____ (Name and address of Bank), having our registered office at _____ (hereinafter called “the Bank”) are bound unto Director, Indira Gandhi Institute of Medical sciences, Patna (hereinafter called the “IGIMS, Patna/Institute/Department”) in sum of Rs. _____ for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS _____ (Name of the Bidder with full address) (hereinafter called “the Bidder”) has submitted his bid dated _____ against tender vide **Ref. No...../Watch & Ward Services01/MScell/2020-21/St. for providing Watch & Ward Services under Unit- () on two years service contract basis at IGIMS, Patna** (hereinafter called “the Bid”).

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. _____ (Amount in figures and words) as Bid Security against the Bidder’s offer as aforesaid.

AND WHEREAS _____ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows: -

1. That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Department and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till: -
 - a. The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
 - b. Forty-five days after the date of validity or the extended date of validity of the tender, as the case may be, whichever is later.
4. That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

- (i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- (ii) If the Bidder refuses to accept the corrections of errors in his bid; or
- (iii) If the Bidder having been notified of the acceptance of his bid by the Department during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a service contract within the time limit specified in para of the NIT.
- (iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the service contract.
- (v) If the tender/ service contract is terminated for the reason that the agency is blacklisted/ debarred in any Government or in any other State Governments/Union Government. or Private Organization.

WE undertake to pay to the Department up to the above amount upon receipt of his first written demand, without the Department having to substantiate his demand provided that in his demand the Department will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness

Name of Witness
Address of Witness

Signature of Authorized Official of the Bank

Name of Official _____

Designation _____

ID No. _____

(Stamp/Seal of Bank)

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES
SHEIKPURA, PATNA-800014

Ref.F.No.....)/Watch & Ward Services01/MS Cell/2020-21/St.

Dated: _____

FORM OF SERVICE CONTRCAT AGREEMENT FOR PROVIDING WATCH & WARD SERVICES FOR UNIT- ()

THIS AGREEMENT is made on the ___ day _____ (Month) _____ (Year) between the Director, Indira Gandhi Institute of Medical Sciences, Patna through (hereinafter called the “IGIMS, Patna/ Institute/ Department” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part AND _____ (Name and address of the Security Agency) through Shri _____ authorized representative (hereinafter called the “Security Agency” which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for deployment of watch & ward services and safety and monitoring of IGIMS, Patna campuses including outer areas consist of specific areas under Unit- ___ on two years service contract basis with effect from _____ to _____.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of the service contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this service contract agreement viz:
 - a) **Letter of Award/Acceptance of Service Contract**
 - b) **Terms and Conditions of the Service Contract.**
 - c) **Notice Inviting Tender.**
 - d) **Bill of Quantities.**
 - e) **Scope of Work of the Security Agency.**
 - f) **Addendums, if any.**
 - g) **Any other additional terms & conditions forming part of the service contract.**
3. In consideration of the payments to be made by IGIMS, Patna to the Security Agency as hereinafter mentioned, the Security Agency hereby covenants with the IGIMS, Patna to execute the Watch & Ward Services on two years service contract basis with effect from _____ to _____ under provisions of this service contract agreement and the tender document.
4. IGIMS, Patna hereby covenants to pay the Security Agency in consideration of the execution and completion of the works/services as per this Service Contract Agreement and tender document, the service contract price of Rs. _____ (_____ (Amount in figures and words) which may increase/ decrease in case of revision of minimum wages, variation of security personnel strength and any other statutory provisions/ levies from time to time.
5. Being the sum stated in the Letter of Award/ Acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the service contract at the times in manner prescribed by the service contract.
6. Initially, _____ are authorized as executing/ concerning officials for purpose of operation of this service contract. In case, however, at any later stage IGIMS, Patna authorities may authorize any other officials as executing/ concerning officers for purpose of operation of this service contract. In addition, Post-Contract Management shall be equally pursued by authorized executing/ concerning officers of Security Department for compliance of labour laws obligations and all the provisions contained in this service contract as well as regularly watching and supervision on all the activities performed by the security personnel of the Security Agency, proper maintenance of all the relevant records and processing the bills of the Security Agency in all respect for making the payments etc.

IN WITNESS WHEREOF, the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Security Agency

For and on behalf of the Director, IGIMS, Patna

Signature of the authorized official

Signature of the authorized Officer

Name of the official
Stamp/Seal of the Security Agency

Name of the Officer
Stamp/Seal of the Employer

By the said _____ Name
on behalf of the Security Agency in the presence of:

By the said _____ Name
on behalf of the Employer in the presence of:

Witness-I _____
Name _____
Address _____

Telephone No: _____

Witness-II _____
Name _____
Address _____

Telephone No: _____

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY

(Refer Clause 10.1.4 of the NIT)

(To be stamped in accordance with Stamps Act of India)

(To be executed by any scheduled bank, on a non-judicial stamp paper under bank's covering letter mentioning address of the bank)

To,

Indira Gandhi Institute of Medical Sciences,
Sheikpura, Patna

In consideration of Indira Gandhi Institute of Medical Sciences, Patna [hereinafter referred to as IGIMS', which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] having agreed to exempt M/s[Hereinafter referred to as 'supplier /contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] from depositing with IGIMS a sum of Rs.----- (Rupees) -----towards security / performance Guarantee in lieu of the said contractor having agreed to furnish a bank guarantee for the said sum of Rs. ----- (Rupees) -----as required under the terms and conditions of contract / work order no dated -----[hereinafter referred as the order'] placed by IGIMS on the said supplier /contractor. We,the bank [hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay IGIMS an amount not exceeding Rs..... (Rupees)on the demand made by IGIMS on us due to a breach committed by the said supplier /contractor of the terms and conditions of the contract /order.

1. Wethe bank hereby undertake to pay the amount under the guarantee without any demur merely on a demand from IGIMS stating that there is a breach by the supplier / contractor of any of the terms and conditions contained in the order or by the reasons of the supplier's / contractor's failure to comply with the terms and conditions as stipulated in the order or amendment(s) thereto. The demand made on the bank shall be conclusive as to the breach of the terms and conditions of the order and as regard to the amount due and payable by the bank under this guarantee, notwithstanding any dispute or disputes raised by the said supplier / contractor regarding the validity of such breach and we agree to pay the amount so demanded by IGIMS without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees).....

2. We, the bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till the dues of IGIMS under or by virtue of the said order have been fully paid and its claim satisfied or discharged or till IGIMS certifies that the terms and conditions of the order have been fully and properly carried out by the supplier / contractor and accordingly discharge the guarantee.

3. Wethe bank, undertake to pay to IGIMS any money so demanded notwithstanding any dispute or disputes raised by the said supplier /contractor in any suit or proceedings pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the said supplier / contractor shall have no claim against us for making such payment.

4. We..... the bank further agree that IGIMS shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the order / contract or to extend time of performance by the said supplier / contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the IGIMS against the said supplier / contractor and to forbear or enforce any of the terms and conditions relating to the order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier / contractor or for any forbearance, act or omission on the part of IGIMS or any indulgence by IGIMS to the supplier / contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

5. Our liability under this guarantee is restricted to Rs..... (Rupees)..... and shall remain in force up to unless demand or claim under this guarantee is made on us in writing within 6 months from the date of expiry viz. . We shall be discharged from all liabilities under this guarantee thereafter.

6. This guarantee will not discharge due to change in the constitution in the bank or the said supplier / contractor.

7. The bank hereby agrees to address all the future correspondence in regard to this bank guarantee to Director, Indira Gandhi Institute of Medical Sciences, Patna.

8. We....., the bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the AIIMS in writing.

Signed on theday of.....

(Signature of authorized Bank official)

Name _____

Designation _____

I.D. No. _____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-I.

Signature: _____

Name: _____

Address: _____

Witness-II

Signature: _____

Name: _____

Address: _____

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES

SHEIKPURA PATNA 800014

Ref.F.No.XX-...../Watch & Ward Services/2020-21

Check List of Certificates/ Documents required to be furnished in the Technical Bid (Part-I)

The bidders are advised to submit the following documents/certificates under the category of “**Vital documents**” invariably along-with Technical Bid. If these documents are not submitted/ conditions not met, the offer shall be summarily rejected and no further correspondence, in this regard, shall be entertained.

I/ We now have furnished herewith following documents/ certificates in accordance with tender requirement for specific Unit _____ and same are enclosed as per detail given below:

S.No.	Tender requirements	To be filled by the bidder with page number at which relevant document/certificate is enclosed
1.	Furnished Tender Fee in form of PO/DD of required amount (in case tender document downloaded from website) as specified in NIT (Press Notice) at Annexure-‘I’ of NIT.	
2.	Followed two-bid system as specified in Clause 8.8 at Annexure-‘III’ of NIT	
3.	Complete tender document (except Annexure-‘XI’) alongwith forwarding letter/ undertaking (Annexure-‘II’) on letter head and addenda/ corrigendum, if any, duly signed and stamped to confirm the acceptance of the terms & conditions of tender document in all respects as specified in Clause 8.7.1 at Annexure-‘III’ of NIT	
4.	Furnished Bid Security along with bank information on letter head along with technical bid as specified in Clause 8.6 at Annexure-‘III’ of NIT	
5.	Annual average turnover of last three Financial Years i.e. 2017-18, 2018-19 & 2019-20 (in Core) and documentary proof of audited balance sheet and profit and loss account statement duly certified by registered CA as specified in Clause 2.1 at Annexure-‘III’ of NIT.	
6.	Annual returns (ITRs) of last Financial Years i.e. 2017-18, 2018-19 & 2019-20 as specified in Clause 2.1 (N.B.2) of NIT.	
7.	Documentary proof of valid license under PSARA 2005 and corresponding regulation of respective State Government as applicable in the Bihar (both Unit-‘A’ &‘B’), The firm must have Zonal/ Regional Head-Quarter in Bihar as specified in Clause 2.2 at Annexure-‘III’ of NIT.	
8.	Documentary proof of Performance Certificate (as per prescribed format) with copy of relevant service contract/ agreement and valid extension(s) In case of private entity experience, the TDS certificate issued for the said value of the work in support of the performance as specified in Clause 2.3 (a), (b) & (c) at Annexure-‘III’ of NIT.	
9.	Documentary proof of Satisfactory Performance Report issued by IGIMS, Patna authorities in case Agency has provided or providing watch & ward services at IGIMS, Patna as specified in Clause NOTE-3 at Annexure-‘III’ of NIT.	
10.	Documentary proof in form of latest ESI/ EPF contribution deposited to the concerned authorities in support of deployment of minimum 700 or more numbers of manpower engaged in watch & ward/ security services as specified in Clause 2.4 at Annexure-‘III’ of NIT.	
11.	Documentary proof of valid EPF Registration Certificate and Code No. issued by EPFO authority in Bihar. In case, no registration with EPFO authority in Bihar an undertaking on letter head to be submitted by the bidder as specified in Clause 2.5 at Annexure-‘III’ of NIT.	
12.	Documentary proof of valid ESIC Registration Certificate and Code No. issued by ESIC authority in Bihar. In case, no registration with ESIC authority in Bihar an undertaking on letter head to be submitted by the bidder as specified in Clause 2.6. at Annexure-‘III’ of NIT.	

13.	Documentary proof of valid GST Registration Certificate along with an undertaking on letter head stating that up to date returns have been filed and there are no pendency due with the Department of TRADE & TAXES. The bidder shall also furnish copy of such returns (latest) submitted to the concerned Department as specified in Clause 2.7 at Annexure-‘III’ of NIT.	
14.	Documentary proof of valid PAN/ TAN Number under Income Tax Act as specified in Clause 2.8 at Annexure-‘III’ of NIT.	
15.	Documentary proof of valid registration in Labour Department under Contract Labour (R&A) Act 1970 and Delhi Works Contract Act (wherever applicable) as specified in Clause 2.9 at Annexure-‘III’ of NIT.	
16.	(a) A declaration/ undertaking on non-judicial stamp paper of Rs.10/- duly notarized affirming that the agency has neither been blacklisted and debarred and nor their services have been banned or suspended due to any corrupt and fraudulent practices in past by any Govt. Organizations/ Pvt. Institution and also there is no any Vigilance/ CBI/ FEMA case pending against the agency as specified in Clause 2.10 (a) at Annexure-‘III’ of NIT. (b) An undertaking on non-judicial stamp of Rs.10/- duly notarized affirming that all the particulars/ documents furnished against the tender are true and correct and no material and information have been concealed and misrepresented by the agency as specified in Clause 2.10 (b) at Annexure-‘III’ of NIT.	
17.	Documentary proof of valid ISO: 9001:18788 certified agency as specified in Clause 2.11 at Annexure-‘III’ of NIT	
18.	Documentary evidence of own training school affiliated with Security Sector Skill Development Council (SSSDC) in Bihar or should have a legally enshrined tie up with training school affiliated with SSSDC for the training of its personnel as specified in Clause 2.12 at Annexure-‘III’ of NIT.	
19.	Documentary proof and declaration regarding proprietorship/ partnership/ Pvt. Ltd. /Ltd. firm (whichever is applicable) as specified in Clause 2.13 (a), (b) & (c) at Annexure-‘III’ of NIT.	
20.	The bidder has to submit a written power of attorney authorizing the signatories of the bid to participate in the bid and also signing the service contract as specified in Clause 3.1 at Annexure-‘III’ of NIT.	
21.	A declaration/ undertaking to confirm that for no agent, middleman or any intermediary has been, or will be engaged to provide any service, or any other items or work related to the award and performance of this service contract etc. on letter head as specified in Clause 3.3 at Annexure-‘III’ of NIT	
22.	A declaration/ undertaking on non-judicial stamp paper of Rs.100/- duly notarized with regard to ensure that complete security of IGIMS,Patna premises and property as per scope of work entrusted to its control shall be ensure by our Security Agency and also recovery of amount on account of theft/ loss cases under ‘Fidelity Bond through Insurance agency for minimum sum of Rs.50 lacs. (Fifty Lacs) as specified in Clause 15 at Annexure-‘IV’ of NIT.	
23.	Any other documents as per NIT	

NOTE:

- 1. The bidder shall scan and upload as well as enclose certified copy as documentary proof/ evidence to substantiate the corresponding statement.**
- 2. In case a bidder furnishes a wrong or evasive documents/ certificates against above mentioned Checklist, its tender will be liable to be ignored.**
- 3. Photocopies of all necessary relevant documents/ certificates duly self-attested must be attached for verification of the information provided.**
- 4. If any documents/certificates detailed above is not uploaded /supplied by the bidder their offer is liable to be rejected.**
- 5. Any of the submitted documents/ certificates can be got authenticate from the issuing authority in case of any discrepancy observed by the IGIMS, PATNA authority as and when found necessary.**

Signature of bidder with full address & seal

OFFER FOR SPECIFIC UNIT- ()**INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES****SHEIKPURA, PATNA-800014****Ref.F.No 01/MS./Watch & Ward Services/2021-22.****(In case bidder quotes for both Units, Separate bid for Unit-‘A’ & Unit-‘B’ shall be put in different envelopes)****FINANCIAL BID FORMAT FOR PROVIDING WATCH & WARD SERVICES FOR UNIT- ()**

The bidder shall quote equal Service Charges in percentage for all categories and further financial score will be added technical score to calculate L1. The financial bid should be quoted in Indian Rupees in words and figures as per given format on their letter head.

s.n	Type of manpower	Category of workers	Rates of wages plus variable Dearness Allowance(VDA)	Minimum wages
1.	Assignment Managers(Asst. Security Officer)	-----	Fixed	Rs 30,000 (fixed)
2.	Security Supervisors (Ex-serviceman)	DGR	As per DGR (Ministry of Defence)**	Minimum wages
3.	Trained Security Guards, male & Female (without arm)	Highly Skilled	As per Labour Commissioner, Dept. of Labour and Employment, Govt. of Bihar*	Minimum wages+ Special Allowance (20% of basic & VDA
4.	Trained Security Guards(with arm)	Skilled	As per Labour Commissioner, Dept. of Labour and Employment, Govt. of Bihar*	Minimum wages+ Special Allowance (20% of basic & VDA
5.	Service Charges			
Percentage of service charges which include rental charges for the items mentioned in tender documents		Percentage in Figure	Percentage in words	

NOTE:

- The above wages will be paid for deployment of actual numbers of security personnel on duty as per adequate proof thereof. The said wages shall be for 26 days for a month of 30 days with 4 (four) PAID OFFS in a month and 3 (three) PAID National Holidays in a year/compensatory OFFs in lieu of National Holidays on pro rata basis. The minimum wages shall be as per the rates notified by Labour Commissioner Bihar, Ministry of Labour & Employment, dated October 2020 circular no 5/MW-403/07 L&R-2619 (Government of Bihar from time to time).**Minimum wages for security Supervisors(ex-servicemen) as per DGR, Ministry of Defence.
- Employer contribution for EPF, ESI, EDLI and bonus will be reimbursed.
- The bidders will clearly superscribe on the bid “Offer for specific Unit-‘A’ or Unit-‘B’ failing which their offer will be summarily rejected.

4. Evaluation of financial bids will be based on Service Charges quoted by the bidders in financial bid at S. No.5.
5. The prospective bidders are hereby advised to take into account all provisions Security management software, Vehicle Tokens, Wireless Sets, Inverted mirrors, Mobile Phones, Vehicles of all types including Quick Response Vehicles, HHMDs, Identity Cards, Salary Slip, Maintenance of Records, Stationery, Porta cabin in all important location as directed by the competent authority. etc TDS deduction at source at notified rates from time to time on each bill, prior to quote Service Charges in their offer at S.No 5 for all categories of manpower.
6. The agency will have to provide two sets of Uniforms per year including I cards, caps, shoes, belts, gumboots, rain coat etc free of cost approved by the competent authority of IGIMS, Patna.
7. L1 will not be decided on service charge of less than 2% and will be treated non responsive bid if service charge quoted less than 2% .The service charges should not be quoted more than two digits after decimal. It will be considered as unresponsive.
8. If a bidder quotes “NIL” Service Charges/Consideration, the Bid shall be treated as unresponsive and will not be considered.
9. Conditional bids/ offer will be out rightly rejected.

Signature of bidder with full Address & seal.

ANNEXURE-' XII

Indira Gandhi INSTITUTE OF MEDICAL SCIENCES

SHEIKPURA, Patna-800014

Ref. Watch & Ward Services MS/ 01//2020-21/St.

Breakup details of total security personnel strength (approximately) for UNIT-'A' & UNIT-'B' as under:

<u>UNIT-'A'</u>							
S.No.	Sub-Zone (Unit-'A')	Assignment Manager(A sst. Security officer)	Security Supervisor	Fire Supervisor	Security Guard (with arms)	Security Guard (without arms)	Total
1.	Main Hospital (Emergency, OPD, Old admin building ward, Annexe ward block Dental, engineering office, main gate	1	09	03	04	200	217
	Fire pump operator					01	01
2.	Common Reserve Pool	nil	02	nil	nil	10	12
Total manpower strength =		01	11	03	04	211	230

<u>UNIT-'B'</u>							
S.No.	Sub-Zone (Unit-'B')	Assignment Manager(A sst. Security officer)	Security Supervisor	Fire Supervisor	Security Guard (with arms)	Security Guard (without arms)	Total
1.	State Cancer Institute	1	03	03	02	45	54
2.	Residential areas	nil	03	03	nil	70	78
3.	Medical College	nil	nil	nil	Nil	20	20
4.	Nursing College	nil	nil	nil	01	10	11
5.	Hostels/Library/ Health centre	nil	nil	nil	Nil	27	27
6.	Common Reserve Pool		02			10	12
Total manpower strength =		01	06	06	03	202	202

NOTE: -

Above mentioned total security personnel strength (approximately) for individual units can be increased or decreased up to 30% of total strength at the time of award of service contract or during currency of the service contract depending upon the actual requirement.

Signature of the bidder with full Address & seal

*** End ***

